



Job Posting

Title: Enhanced Care Management (ECM) Administrator

Base Salary Range: \$80,000 - \$87,000 plus benefits

FTE: Full-Time, Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.

To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary: South Central Family Health Center Enhanced Care Management (ECM) Administrator is responsible for leading and managing the daily operations of the ECM department, ensuring the delivery of high-quality, comprehensive care to patients with complex healthcare needs. The Administrator will develop and implement strategic initiatives, maintain compliance with federal and state regulations, and promote a culture of continuous improvement in patient care. Additionally, the manager will be responsible for supervising ECM Case Managers and ensuring their professional development.

- Manage and oversee the daily operations of the Enhanced Care Management department, including staffing, scheduling, and coordination of patient care services;
- Monitor and evaluate the performance of the ECM department, using data-driven approaches to identify areas for improvement and implement necessary changes.
- Supervise, support, and evaluate the performance of ECM Case Managers, providing guidance, training, and mentorship to ensure optimal patient outcomes and service delivery;
- Serves as the primary contact to members enrolled in the ECM Program and advocates for members to help them navigate the healthcare system and manage their healthcare.
- Responsible to train ECM Caseworkers. Oversees and conducts comprehensive risk assessments and care planning in collaboration with the members to develop a Patient-Centered Care Plan.
- Monitors implementation of Care Plan and recommends revisions or updates as necessary to accomplish the member's goals.
- Ensure compliance with federal, state, and local regulations, as well as SCFHC policies and procedures;
- Establish and maintain strong relationships with community partners and stakeholders, promoting the services offered by the ECM Department and advocating for the needs of patients with complex healthcare conditions
- In conjunction with the Behavioral Health Director, coordinate audits and ensure compliance with all contractual and regulatory mandates.
- Coordinate with all SCFHC departments (Primary Care, Dental, Behavioral Health, IT, Finance, etc.) to implement ECM program goals and objectives;
- Ensure ongoing SCFHC compliance with all ECM criteria

Qualifications:

- Master's Degree in a healthcare, behavioral healthcare, or related field and one year of experience directly related to the core duties within a Behavioral Health system of care.
- Bachelor's Degree in a healthcare, behavioral healthcare, or related field and two years of experience directly related to the core duties within a Behavioral Health system of care.
- Experience supervision personnel staff preferred.



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Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>