

T.H.E. HEALTH AND WELLNESS CENTERS JOB DESCRIPTION

POSITION: RN Program Manager
DEPARTMENT: MEDICAL UNIT
STATUS: Full-Time, Exempt

POSITION SUMMARY: The RN Program Manager is responsible for management and operations of the Enhanced Care Management (ECM). The RN Program manager will implement, oversee, and manage ECM operational processes to support provision of ECM core services, including case management, care coordination, referral management, capacity management, meeting ECM multidisciplinary team and service requirements, and review of reporting and quality measures. The position is responsible for prioritizing, organizing, leading, and executing program planning functions necessary to achieve organizational strategic goals.

The RN Program Manager is further responsible to assure all functions are operating in accordance with the organization's mission, values and strategic goals and are provided in a manner that is responsive and sensitive to the needs of the ECM Program's culturally diverse membership.

Essential Duties and Responsibilities

- Responsible for the development, implementation, and management of operational functions to support ECM core services, including case management, care coordination, referral management, capacity management, meeting ECM multidisciplinary team and service requirements, provision of field-based services, and review of reporting and quality measures.
- Collaborates with internal business units to plan and integrate ECM processes into other clinical and operational workflows.
- Develops, implements, and monitors performance standards; both internally and with external contracts/subcontractors.
- Develops and maintains effective communication mechanisms at various levels of the organization and with external organizations.
- Prioritizes, organizes leads, and executes program planning functions necessary to achieve organizational strategic goals and provide required ECM core services to members.
- Maintains confidentiality in compliance with all HIPAA requirements. Communicates to supervisors any barriers to completing assignments or daily work in an efficient and effective manner. Demonstrates reliability and good attendance and punctuality standards.
- Human Resource Management: Daily staff supervision and oversight. Manages staff project assignments and supports staff with risk mitigation by addressing any issues that may lead to delays or program non-compliance. Provides team members guidance on alternative methods to address challenging issues. Develops and maintains a culturally sensitive work environment that promotes staff growth and education. Completes performance appraisals in accordance with established policies and based upon achievement of the organizational mission, value, objectives, and management expectations. Assures staff have access to appropriate training and educational opportunities. Recruits appropriately qualified candidates, and coaches staff.

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- Gathers and analyzes program data (including data for employee SMART goals), implements action plans that result in measurable outcomes, and ensures that all reporting requirements of the Enhanced Care Management are met.
- Perform other duties as assigned.

Education

- Bachelor's Degree Required Preferred
- RN or LVN License
- Master's Degree preferred: Nursing, Social Work, Health Care Administration, or MBA.

Experience

- With Bachelor's Degree: 6-8 years of experience with at least 3 years of progressive management/supervisory experience.
- Experience with Medi-Cal underserved and culturally diverse populations.

Skills

- Excellent verbal and written communication skills.
- Strong problem solving, planning, and organizational skills.
- Ability to build effective multidisciplinary teams.

Physical Demands:

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk, listen or hear. The employee is occasionally required to stand; use hands to handle or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Job Description Disclaimer

This position requires compliance with Health Center's written standards, including its Standards of Conduct and policies and procedures ("Written Standards"). Such compliance will be an element considered as part of the *RN Program Manager's* regular performance evaluation.

Failure to comply with Health Center's Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Health Center's Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with Health Center's Compliance Program Policy and Procedure.