



COMMUNITY BRIDGES
PUNTES DE LA COMUNIDAD

Posted: May 16, 2023

Open Until Filled

\$1,000 HIRING BONUS

(After completion of 6-month probationary period)

POSITION: ENHANCED CARE MANAGEMENT PROGRAM MANAGER

**PROGRAM: ELDERDAY, FAMILY RESOURCE COLLECTIVE, WIC
PROGRAMS OF COMMUNITY BRIDGES**

Community Bridges envisions a thriving community where every person has the opportunity to unleash their full potential. Our family of ten programs delivers essential services, provides equitable access to resources, and advocates for health and dignity across every stage of life.

POSITION DESCRIPTION:

Under the direction of the Program Director, and working as part of an interdisciplinary team, the Enhanced Care Management (ECM) Program Manager is responsible for day-to-day operations of the Community Bridges ECM program. The ECM program is a community-based care coordination program addressing service gaps related to poor health outcomes for Medi-Cal recipients. In addition to providing some direct care management, the ECM program manager will participate in the development, implementation, and quality improvement for the program; will train, supervise, coordinate, and motivate the direct care staff; and perform related work as required.

DUTIES AND RESPONSIBILITIES:

Program Leadership and Development:

- Leads planning and implementation of Enhanced Care Management and Community Supports.
- Monitors and evaluates effectiveness and efficiency of service delivery system, organizational structure, staffing levels, and other internal operations including identifying and recommending alternative approaches or improvements; implements revisions, adjustments and changes
- Organizes and leads internal ECM/CS meetings and trainings, and participates in interdisciplinary team meetings
- Supports program reporting needs.
- Contributes to grant reporting and invoicing.
- Ensures proper use and training of CCAH approved software and billing systems.

- Coordinates the development of relationships with other service providers and other community resources.
- Maintains an awareness of state-level changes to the CalAIM/ECM/CS program and implements changes as needed

Direct Care Management:

- As needed and depending on staffing, conducts outreach to potential ECM recipients, screening, conducting intakes and enrolling new participants, as well as providing care management as planned
- Maintains care management records, including assessments, home visits, person-centered care plans, periodic reassessments, and progress notes

Personnel Management and Coordination:

- Provides individual and team supervision, support and performance evaluations for assigned staff.
- Coordinates and supports the work of ECM staff across Community Bridges programs, ensuring consistent service delivery, procedures, and training.

Professional Conduct:

- Maintains confidentiality and treats participants and staff with dignity and respect at all times.
- Communicates effectively and respectfully with people from diverse racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge and sensitivity to their needs. Understands and provides service from a person-centered perspective.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM QUALIFICATIONS:

Required:

- MSW (related Master's Degree considered)
- Knowledge of social work principles and practices, including care management techniques
- Sufficient knowledge of Santa Cruz County resources to fully address client needs, or ability to develop that knowledge quickly
- Understanding of social determinants of health
- Ability to make diligent and creative effort on assembling and following up on assessments and care management plans

- Knowledge of mental health, drug and alcohol treatment, homelessness and housing resources, and the continuum of care in Santa Cruz County, is preferred
- Demonstrates a high level of tolerance and understanding for individuals who present for services with urgent multiple care management and health needs
- Supervisory experience
- Understanding of and applied practice of HIPAA requirements

Preferred:

- Experience with chronic illness and high utilizers of health care across the life spectrum
- Bilingual/biliterate English/Spanish

OTHER REQUIREMENTS:

- Must pass a TB test before first day of employment.
- Must receive an annual influenza vaccination or be willing to wear a protective face mask during government regulated influenza season.
- Must be fully vaccinated against COVID-19, including a booster when eligible.
- Must have a valid CA driver's license, drive a motor vehicle incidental to the performance of the work and be insured.
- Must be able to work at a computer for full workdays; some routine lifting and reaching requirements.
- Must pass a criminal background check and maintain a clean record.

RATE OF PAY & HOURS:

- This is a regular, exempt, 40 hour per week position.
- This position will be offered at a pay rate between \$46.31-49.50/hour, depending on education and experience, (plus a \$.40/.10 per hour bilingual/biliterate differential after passing a test administered by the HR department).
- This position requires regular on-site attendance and travel to a variety of locations throughout Santa Cruz County as needed.
- Hours of work are typically Monday-Friday between 8-5, however some evening and weekend work may be required.

BENEFITS:

- For employee: shared cost medical, dental, vision, life insurance and Employee Assistance Program. This benefit package is valued at \$9,766.92/year.
- First year: 16 vacation days and 11 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- May be eligible to earn up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 5% of annual salary, effective during open enrollment period.
- Flexible Spending Account (FSA).

- Dependent Care Reimbursement Program.
- Paid lunch.

TO APPLY:

- Please submit your Community Bridges application by email (recruitments@cbridges.org), fax (831-688-8302) or in person.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: <https://communitybridges.org/careers>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.

Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.