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| <b>Job Title</b>  | Care Manager Director                |
| <b>Department</b> | Care Management                      |
| <b>Reports To</b> | Regional Director of Care Management |
| <b>Approval</b>   | by: _____ Date _____                 |

**FLSA Classification:** Exempt

#### Position Overview

Provides oversight of care management and direct supervision of Care Manager Supervisors in their designated region. The Care Management Director is responsible for regional quality oversight, integration and management of all activities related to their regional teams following CDNY's care coordination model of care, including individual's care plans (Life Plans), ensuring effective linkages and coordination of medical, social, behavioral, habilitation, home & community-based services, long term supports and services, etc. between individuals, their interdisciplinary teams (IDT) and all service providers.

Additional responsibilities include monitoring of assessments, life plans, electronic record notes, service authorizations, and billing. The CM Director will fully support methods and technology that provide for the highest quality of care management and person-centered services for individuals. The position is also responsible for ensuring compliance with all state and federal regulations, as well as organizational policies. The individual will work in cooperation with other departments, including but not limited to the fiscal department, human resources, and quality assurance, to ensure that the organization is well managed in its entirety. Cultural Diversity will be valued, promoted and fully supported.

It is critical that the Care Management Director understand and incorporate into their approach to their work the following driving forces behind Care Design New York's organizational culture:

- Individuals and families are at the center of all we do.
- We work for individuals and families.
- We value what individuals and families have to say.
- We are focused on outcomes that meet individual needs.
- We will be strong advocates and protect individuals' rights.

Travel is primarily local during the business day, although occasional out-of-area may be expected. Travel required to regional offices as needed, for enhanced support of teams.

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| <b>Duties and Responsibilities</b> |
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- A. Oversee and manage the coordination and integration of all Medicaid and Medicare covered services and non-covered services with their Care Management (CM) team, the individual/family and their inter-disciplinary team.
- B. Provide direct supervision to CM Supervisors and coordinates assignments of their Care Management teams.
- C. Monitor care coordination activities and timelines related to assessment, care planning (Life Plans) of individuals, service billing and facilitation of services to meet individual needs and ensure positive outcomes.
- D. Ensure coordination and integration of all long-term care supports and services, OPWDD home & community-based services, health and behavioral services and other identified supports and services.
- E. Provide quality review and audits service authorization and billing submissions.
- F. Perform quality assurance audits of care coordination documentation and performance to ensure for compliance and positive outcomes.
- G. Review results of internal program audits and addresses any identified areas of deficiencies with the regional teams, provides training as needed.
- H. Ensure compliance with all state and federal regulations and organizational policies.
- I. Implement actions to address identified areas of improvement and shares outcomes/results of activities with leadership staff.
- J. Identify gaps in adequacy of provider network and recommends providers for network expansion consideration to the regional director and network staff.
- K. Develop collaborative relationships with regional START leaders and the DDRO staff.
- L. Communicate information and maintains productive working relationships with individuals, their caregivers, the individuals of the Interdisciplinary Care team (IDT), all service providers and other external stakeholders.
- M. Monitor and ensure team productivity.
- N. Monitor budget expenses for CM teams under their jurisdiction.
- O. Monitor on-call schedules and ensures after hours on-call polices are available and adequate for regional responses when needed.
- P. Ensure training needs of care management teams are met.

- Q. Maintain confidentiality of all individual records and protected health information.
- R. Flexibility of work schedule is required, with some evening and weekend hours as needed.
- S. Practice and promote CDNYs' mission and values.
- T. Utilize a person-centered approach and support individuals to be as self-directed as possible.
- U. May be required to provide transportation for individuals based on their unique needs. (ie. Doctor's appointments, planning meeting, etc.)
- V. Report abuse or neglect immediately when observed or reported.
- W. Perform other duties as assigned.

❖ This description of duties and responsibilities is intended to indicate the kind of tasks required of the position. It does not limit or exclude other duties not mentioned here but required for the successful completion of the job.

#### **Qualifications & Experience**

- Bachelor's Degree required. Master's Degree preferred.
- A Minimum of five (5) years' related IDD work experience is required with a minimum of 2 years previous supervisory experience also required.
- Reliable transportation is required, and a valid driver's license may be required depending on location.

#### **Competencies**

- Ability to lead and motivate others at all levels.
- Excellent organizational, interpersonal, verbal, and written communication skills required; ability to attend to detail, organize tasks/priorities and complete with accuracy.
- Critical thinking, creativity, and flexibility with an ability to adapt to various and fast paced environments.
- Proficiency with health-related computer applications also required.
- Possess skills and ability for prompt, independent decisions based on relevant facts and established processes.
- Skilled ability in positive, solution focused-problem solving, complaint resolution and individual satisfaction.
- A high level of confidentiality is expected of an employee in this position.

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| <b>Working Conditions &amp; Physical Requirements</b> |
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- This job operates in a professional office environment. This role routinely uses standard office equipment such as laptop, computers and smartphones.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms.
- Must have visual acuity adequate to read correspondence, computer screen, forms; manual dexterity to operate keyboard; speaking and hearing ability sufficient to communicate by phone or in person at normal volumes.
- May be required to vary hours, days, and work schedules depending upon overall needs of the organization.
- Must convey detailed, important spoken or written instructions to others accurately.
- Must have ability to receive and understand detailed critical information through oral and/or written communication.
- Ability to lift and carry materials up to 20 pounds.
- The noise level in the work environment is usually moderate.
- ❖ **The physical demands described above are representative of those that must be met by an employee to successfully perform the primary duties of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.**

**I have reviewed, understand, and accept the responsibilities of this position.**

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Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date Received