



Job Title	Care Manager Supervisor
Department	Care Management
Reports To	Senior Care Manager Supervisor or Care Manager Director
Approval	by: _____ Date _____

FLSA Classification: Exempt

Position Overview

Oversees the provision of care management for one site or group of care managers, under the direction of the Senior Care Manager Supervisor (if applicable) or Care Management Director. Each supervisor will be responsible for providing supervision and support to Care Managers. The Care Manager Supervisor, additionally as needed, fills in for a care manager who is on any type of extended leave, or when there is a care manager vacancy. The Care Manager Supervisor fully supports the development of care managers towards enhanced skills and job satisfaction as well as fully supporting methods and technology to support the quality care management and person-centered services for members. This 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 Manager Supervisor 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.

Duties and Responsibilities

- Responsible for providing support and direct supervision to Care Managers.
- Ensures that new and existing care managers are fully trained in care management activities, current protocols and policies, and Federal, State and local laws, rules and regulations.
- Utilizes a person-centered approach to support members to ensure satisfaction with care

management activities.

- Utilizes operational data and reporting systems for member services and organizational initiatives as needed and appropriate.
- Participates in maintaining effective linkages in the community and the integration of all care management functions for their care managers.
- Provides support in staffing decisions.
- Manages and assigns care managers' caseloads.
- Reviews case notes and Life Plans to ensure quality and regulatory compliance.
- Provides supervisory oversight to ensure that plan goals are addressed in an appropriate timeframe.
- Reviews and approves notes for billing.
- Monitors care managers' productivity.
- Monitors expenses for their team.
- Fills in for care managers who may be on any type of extended leave or when there is a vacancy.
- Flexibility of work schedule is required, with some weekend and evening hours as needed.
- Practice and promote CDNY's mission and values.
- Report abuse or neglect immediately when observed or reported.
- All employees shall meet CDNY's Compliance and Privacy Regulations and attend at a minimum of one (1) hour of Compliance and Privacy Educational Training annually.
- Complete all training requirements within the first thirty (30) days of employment and annually thereafter, or as required by state and federal regulations.
- Maintain confidentiality, protect privacy, comply with Protected Health Information regulations, and report violations.
- Perform functions as they relate to improving health care quality:
 - Improve health outcomes;
 - Prevent hospital readmission;
 - Improve patient safety and reduce medical errors, and
 - Provide wellness and health promotion activities.
- May be required to provide transportation for individuals based on their unique needs. (ie.

Doctor's appointments, planning meetings, etc.)

- Performs all 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 or higher in a related field.
- A Minimum of three years' related IDD work experience.
- Supervisory experience is preferred.
- Meets all qualifications for the Care Manager position.
- Excellent organizational, interpersonal and verbal and written communication skills required.
- Proficiency with health-related computer applications also required.
- Must also be able to travel and adhere to CDNY's travel policies.
- 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 and 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 member satisfaction.
- A high level of confidentiality is expected of an employee in this position.

Working Conditions & Physical Requirements

- 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.

Employee Name (Please Print)

Employee Signature

Date Received