



EMPLOYMENT OPPORTUNITY

Enhanced Care Management Services Clinical Supervisor (Full-time, Exempt)

Unit: Enhanced Care Management Services

Reports To: Director of Children and Family Services/
ECM Services Manager

Posting Date: 11/21/2022

Positions Available: 1

Salary: \$62,400 - 85,000 annually DOE, plus BENEFITS

Summary: The Enhanced Care Management (ECM) Services Clinical Supervisor (Consultant) is a supervisory position under the direction of the ECM Services Unit Manager. The Clinical Consultant ensures the quality of services provided by the ECM Services Unit that addresses the clinical and non-clinical circumstances of high-need members enrolled in Medical managed care.

ECM services provide a whole-person approach to children and adults experiencing complex medical and psychosocial challenges to minimize the likelihood of preventable hospital and emergency department admissions. Services include outreach and engagement, providing person-centered intensive case-management, developing care plan, and providing linkages to medical, psychiatric, social, educational and other services as needed.

The Clinical ECM Clinical Supervisor provides direct supervision for ECM Lead Care Managers and supports ECM Services Unit activities related to staff training, assessment, quality assurance and improvement, and evaluation of the services. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, exempt position.

Duties / Responsibilities:

- **Provide clinical oversight of ECM services by:**
 - Providing direct supervision and staff development training for ECM Lead Care Managers.
 - Ensuring that ECM strategies and services are whole-person centered, linguistically, and culturally appropriate.
 - Guiding Lead Care Managers in steps to ensure the Member's safety and providing immediate consultation and guidance for any situations needing escalation of care.
 - Monitoring continuous quality improvement measures for coordination of care through documentation review, clinical consultations, peer review, and other related activities to ensure quality of services.
 - Overseeing charting and documentation standards adhering to ECM contracts with Managed Care Plans (MCPs).
 - Providing supervised hours for staff accruing BBS hours.
 - Conducting staff performance reviews.
- **Support Enhanced Care Management Services Unit activities related to:**
 - Recruitment, hiring, and technical assistance for unit staff.
 - Monitoring and evaluating the effectiveness and efficiency of programmatic service delivery.
 - Contract compliance activities including meeting the contract objectives, documentation requirements, coordinating evaluation activities, and other performance related issues.
 - Establishing and maintaining liaison with community organizations, local entities, and community stakeholders for outreach and engagement.
 - Outreach activities to reach participants who are under-resourced and/or underserved.
 - Asset mapping, action plan development and implementation, and on-going evaluation for the targeted communities.
- **Attend relevant ECM unit and agency meetings, trainings, events, activities and assignments.**
- **Perform other related duties as assigned by the ECM Services Unit Manager.**



Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):

- License in Clinical Social Work.
- Minimum of four (4) years of experience in care coordination and case management for focal population such as children and adults experiencing Mental Illness (SMI) and/ or Substance Use Disorder (SUD) or children involved in or with a history of involvement in child welfare.
- Completion of required Clinical Supervision training/ certification per BBS.
- Two (2) years of experience in clinical supervision.
- Ability to organize and prepare documentation in a timely manner.
- Ability to interact with the public or other employees in a professional, respectful, and courteous manner, practice good public relations and display sound judgement and decision- making skills in stressful situations, communicate in a professional and effective manner with others, both orally and in writing information, clearly and concisely, comprehend and follow verbal and written instructions.
- Knowledge and/or experience working with children, youth, and families from various socio-economic and cultural backgrounds.
- Possess initiative, flexibility, and the ability to work under pressure and exercise independent judgement.
- A valid Class C California Driver's License, access to personal automobile, and proof of auto insurance.
- Physical requirements: Able to hear a child calling for help, able to see a child on the playground, able to sit for long periods of time, seeing to inspect the field and written documents; ability to communicate with KYCC staff, affiliates, clients and public; sitting for extended periods of time; and dexterity of hands and fingers to operate office equipment.
- Live Scan and TB test completion are required once a job offer is made.

Desired Qualifications:

- Bilingual capacity (Spanish/English and/or Korean/English).
- Experience in care coordination for Medi- Cal managed care participants.
- Strong interpersonal, organizational, written and communication skills.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Experience with Electronic Health Records and ability to comply with documentation and reporting requirements.
- Certification in CPR (Youth & Adult) and First Aid training.

To apply, please submit a **cover letter and resume**.

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