



EMPLOYMENT OPPORTUNITY

Enhanced Care Management Services Manager (Full-time, Exempt)

Unit: Enhanced Care Management Services
Posting Date: 4/15/2024
Positions Available: 1

Reports To: Director of Children and Family Services
Salary: \$62,400 - 80,000 annually DOE, plus BENEFITS

Summary: The Enhanced Care Management (ECM) Services Manager is a management level position responsible for overseeing the operation of the unit, performing administrative, supervisory, and technical duties in assessing, planning, coordinating, implementing, and evaluating a variety of programs and activities that addresses the clinical and non-clinical circumstances of high-need members enrolled in Medi-Cal 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 manager provides direction to the ECM Clinical Consultant, ECM Lead Care Managers, Research Analyst, and Office Manager as well as training, assessment, 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:

- **Manage and monitor programs by:**
 - Overseeing the overall assessment, capacity, planning, development, implementation, and evaluation of all ECM services.
 - Developing, negotiating, and managing ECM contracts with Managed Care Plans (MCPs).
 - Overseeing all contract compliance activities including meeting the contract objectives, documentation requirements, coordinating evaluation activities, and other performance related issues.
 - Monitoring program budgets to ensure satisfactory compliance with internal agency procedures and funder requirements.
 - Establishing and maintaining liaison with community organizations, local entities, and community stakeholders for outreach and engagement.
 - Evaluating and monitoring of ECM capacity to identify strategies to address gaps.
 - Planning outreach activities to reach participants who are under-resourced and/or underserved.
 - Initiating and writing grant proposals to develop new programs and to enhance existing programs.
- **Provide program and contract management by:**
 - Establishing written policies and procedures.
 - Coordinating all stages of organizing including asset mapping, action plan development and implementation, and on-going evaluation for the targeted communities.
 - Ensuring that activities are coordinated among unit staff and other agency efforts.
 - Establishing an ongoing working relationship with community stakeholders such as parents and youth, schools, business owners, churches, etc.
 - Ensuring that ECM strategies and services are whole-person centered, linguistically, and culturally appropriate.
 - Supporting oversight of all contract compliance activities regarding relevant programs, including meeting the contract objectives, documentation requirements, coordinating evaluation activities, and other performance related issues.
- **Supervise the Enhanced Care Management Services Unit staff by:**
 - Overseeing recruitment, hiring, supervision, training, and technical assistance to unit staff.
 - Initiating, developing, and overseeing staff development.
 - Monitoring and evaluating the effectiveness and efficiency of programmatic service delivery.
 - Participating in annual staff evaluations.
- **Attend relevant meetings, trainings, events, and activities.**
- **Perform other related duties as assigned by the Director of Children and Family Services.**



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

- A Bachelor's degree in Psychology, Sociology or other-related field from an accredited College or University;
- A minimum of three (3) years' 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.
- Two (2) years of experience directing and evaluating the work of others.
- One (1) year of experience in the areas of budgeting, fiscal management, personnel, contracts, and grant management.
- 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 judgment 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.
- Live Scan and TB test completion are required once a job offer is made.
- Physical requirements: Able to sit for long periods of time, able to see to inspect the field and written documents; ability to communicate with KYCC staff, affiliates, clients and public; and dexterity of hands and fingers to operate office equipment.

Desired Qualifications:

- Bilingual capacity (Spanish/English and/or Korean/English).
- A Master's degree in a social science.
- License in Clinical Social Work or Marriage and Family therapy.
- 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**.

[SUBMIT AN APPLICATION](#)