

## **Supportive Service Programs – Care Management Program Supervisor**

*Supports the Director of Supportive Service Programs and staff of the Supported Services Programs, as it relates to HARP, Health Homes Plus and Mainstream Care Management Livingston and Steuben Counties. Assures effective delivery of program services as defined by regulatory and contract requirements as well as AH&D policy and protocol.*

**Supervisor:** Director of Supportive Service Programs or Designee

### **Education/Qualifications:**

- A bachelor's degree in any of the following: child & family studies, community mental health, counseling, education, nursing, occupational therapy, physical therapy, psychology, recreation, recreation therapy, rehabilitation, social work, sociology, or speech and hearing; **OR** NYS licensure and current registration as a Registered Nurse and a bachelor's degree; **OR** A Bachelor's level education or higher in any field with five years of experience working directly with persons with behavioral health diagnoses; **OR** A Credentialed Alcoholism and Substance Abuse Counselor (CASAC).
- 3 years' experience and/or training working with the mental health population and substance use disorder populations
- Knowledge of Health Homes of Upstate New York and Office of Mental Health
- Prior supervisory experience in related field preferred.
- Working knowledge of Medicaid billable services.
- Establish and maintain healthy and effective relationships with area service providers.
- Proven ability to motivate and guide staff and client in a positive manner.
- Encourage flexibility, adaptability, and the need to embrace change.
- Successfully demonstrated interpersonal and communication skills.
- Strong organizational and time management skills.
- Interest in thriving in an independent, self-guided manner.
- Recognized ability to perform quality assurance review.
- Strong oral and written communication skills
- Basic computer software knowledge (i.e., Word, Excel, Microsoft Outlook etc....).
- Availability to provide 24hour on call support as part of a rotation system.
- Valid driver's license, acceptable driving record with auto insurance coverage as defined by agencies carrier.

### **Key Job Functions:**

- Provides direct supervision of CM providing HARP, HH+ and HH services.
- Works with recipients to determine their immediate and ongoing eligibility for HHCM services.
- Assists with completing the enrollment process.
- Supports staff in developing a comprehensive Plan of Care that is created with input from the treatment team and shared with all members.
- Oversees POC to ensure that goals identified within the plan are measurable, delivered in a cost-conscious manner, and include the individual's needs.
- Maintains relationships with Community Service Providers, Physicians, Specialists, Mental Health Providers, Hospitals, and other services to ensure individuals are well supported. Establishes clear lines of communication to ensure the best quality of care is received.
- Responsible to oversee all documentation is entered and completed in a timely manner that is set forth by the program funder.
- Ensure that all care management staff are properly and adequately trained, and they have the skills and competence to perform the required functions.
- Develop and implement on-going staff training related to Care Management and ensure the appropriate tools are available for implementation of policies and procedures, documentation in member record, and measurement and reporting.
- In conjunction with the Director and other departmental managers, manage staff hiring, work allocation and scheduling, training and professional development, performance management, and related management activities.

### **Key Job Functions- Contd.**

- Participate in activities to monitor compliance with authorization policies, the effectiveness of care plans and service provision guidelines, and their impact on outcomes. Such activities may include, but not limited to, chart review, field audit peer review, metric reporting & focused reviews.
- Serve as an active member of AH&D leadership team"
- Other duties as assigned by Director of Supportive Services or designee

### **Arbor Housing and Development Expectations:**

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact your immediate supervisor and/or on call designee for guidance.
- Effectively discharge the key job functions of your job in accordance with Supportive Services rules and regulations, AHD Code of Conduct and Standard of Acceptable Behavior
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment, foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual

### **Physical Demands / Environment**

- Bending, stretching, and standing for long periods of time
- Lift, push or pull 25 to 50 pounds.
- Client residence, remote and/or office setting at location assigned i.e., *Livingston and Steuben Counties*.

*Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.*