

Manager of Clinical Care Services

Job Description

Company Background

HealthMap Solutions is the future of specialty health management, that focuses on progressive diseases, with a particular expertise in kidney health populations. HealthMap uses clinical big data resources and high-powered analytics to power complex specialty health management programs. HealthMap Solutions is a diverse, growing company committed to our clients and our employees. We are champions for better health, for those who need us most.

Position Summary

The Manager of Clinical Care Services will be responsible for the management and development of high performing engaged teams. This position will communicate plans and strategy to meet key objectives with internal partners and reports, identify best practices to improve outcomes, and maintain compliance with policies, procedures, and implementation at the employee level. The Manager of Clinical Care Services will be accountable for meeting the financial, operational, and quality objectives of the organization. This role requires strong leadership skills with the ability to multi-task and pivot between projects as needed.

Responsibilities

- Provide strong leadership, direction and accountability for multidisciplinary Care Services operational teams
- Demonstrate a clear understanding of metrics and the ability to extract them. Proven success in analyzing and utilizing metrics to drive successful decisions and outcomes.
- Ability to pivot the program as needed based on the analysis of metrics and strategic business needs
- Ability to learn and master technology systems in order to train and monitor the team and business outcomes
- Resourcing, line management, training, functional delivery and input on discussions around quality and operational delivery measurements within Care Services in agreement with regulatory and accreditation standards (e.g. NCQA)
- Conduct regular discussions with direct reports and lead team meetings
- Conduct regular leadership meetings to provide timely and relevant updates
- Train Supervisors and Associates as required
- Contact for operational questions and escalations
- Work with Director, Clinical Programs and Clinical Quality to communicate all critical issues, business growth opportunities, develop key relationships as well as provide input regarding budgeting discussions to drive productivity and quality
- Drive overall delivery for execution of service, client satisfaction, quality and efficiencies
- Represent HealthMap Solutions Care Services at Sponsor and internal audits

- Collaborate and provide feedback on the development and implementation of training tools and presentations
- Implement agreed corrective actions and/or further training as required
- Conduct performance reviews
- Ensures and sets clear goals and objectives are communicated to teams
- Develop succession planning pathways
- Assist with continuous review of current processes, implementation of process improvements in collaboration with other departments
- Ensure Care Services teams meet performance and quality objectives
- Review Care Services policies, procedures and desk level procedures
- Participate in business development activities
- Participate in recruitment and hiring activities
- Model and drive change
- Requires HIPAA understanding and complete confidentiality protocols
- Associate must demonstrate understanding and sign confidentiality documents
- Employee is expected to comply with HIPAA privacy laws and all other federal, state, and local regulations
- Report suspected or detected security events via company provided communication channels
- Follow all company-defined operational policies and procedures
- Protect and maintain confidentiality of company and customer information, policies, and processes
- Perform other related duties as assigned

Qualifications

Requirements

- Bachelor's degree is required
- Active RN license is required
- 7 years of Strong Leadership experience required
- 3 years of experience in a managed healthcare environment required
- Familiarity with NCQA, HEDIS and STARS requirements strongly preferred
- Per HealthMap's HR Security Policy, this position is considered HY (high risk for PHI and may require additional training/screening)

Skills

- Excellent verbal, communication, negotiation, and presentation skills
- Dedicated hardworking employee who achieves maximum efficiency and productivity
- Proven ability to manage multiple projects and lead large teams

Must be proficient in Microsoft Office: Outlook, Word, Excel, PowerPoint