



## Position Description

### Community Care Coordination Supervisor – Chronic Care Coordination Pathway Program

#### Health Care Access Now Overview:

Health Care Access Now (HCAN) is a nonprofit organization established in October 2008 to develop and deliver multi-stakeholder partnerships in order to provide community-based care coordination services for Medicaid, Medicare, and commercially insured adults. HCAN serves as a multi-county hub operation that provides centralized contracting/billing, data management, consumer engagement and marketing, and QI/QA services for health plans, health systems, and regional health collaboratives. HCAN's primary service area includes Hamilton, Butler, Warren, and Clermont OH counties. HCAN has been awarded the Level 1 Certification for Pathways Community Hub by the Rockville Institute.

**Reports to:** HUB Director

#### Responsibilities:

- Provide direct supervision for up to five(5) Community Care Coordinators (Certified Community Health Workers) staff who provide care coordination in collaboration with medical and social service providers
- Oversee QI and QA of the Chronic Care Coordination Pathway Programs in collaboration with the HUB Director
- Assist in development of program operational guidelines for Pathway services
- Assist in the patient referral process of Pathway clients to Pathway provider agencies
- Provide feedback to HCAN regarding appropriate quality assurance procedures needed to ensure optimum performance and execution of Pathway services
- Actively participate in community meetings related to health care issues and Pathway program development
- Provide meeting facilitation and coordination of Community Care Coordinators to ensure performance measures are achieved on time and on budget
- Develop relevant teambuilding and communication activities for Community Care Coordinators, in collaboration with external partner agencies to ensure productive and positive work performance.
- Ensure the production and maintenance of Pathway program data management and ensure data integrity and security
- Represent HCAN at external meetings as required

#### Qualifications:

Minimum undergraduate bachelor's degree in nursing, social service, or related field with minimum of five years demonstrated experience in similar leadership/supervisory position. Has a working knowledge of the Community Health Worker function and responsibilities.



**Minimum Requirements:**

- Knowledge of local and national health care policy and health care market
- Minimum of five years of managerial experience with interdisciplinary teams (medical, social or behavioral health)
- Knowledge of SW Ohio/Northern KY community health, consumer, and social service organizations
- Experience with clinical/social service program development and working with high risk populations
- Previous work experience with diverse ethnic populations.
- Valid Ohio driver's license with no moving violations.
- Valid CPR certification
- Valid professional licensure/certification associated with professional credentials

**Skills, Knowledge, Abilities:**

- Excellent oral and written communication skills
- Previous experience with public health, community-based organizations and/or social services in a community setting preferred.
- Proficient with electronic devices (tablet, PC, laptop) to include experience with Microsoft Office software products (Word, Excel, PowerPoint, etc.) or other interactive databases;
- Ability to work independently or with little supervision.

**Compensation:** Competitive salary and benefits package

*Interested candidates should submit a resume and salary history/requirements directly to Sarah Mills, MPA, SW Ohio Hub Director: [smills@healthcareaccessnow.org](mailto:smills@healthcareaccessnow.org)*

