Title: Care Management Senior Director

Reports to: COO

Supervises: Access Care Managers and Care Coordinators

Based at: Access to Healthcare Network (AHN) Head Quarters – Reno, NV

Status: Exempt

About Us

Access to Healthcare Network (AHN) is a vibrant, dynamic non-profit organization interested in recruiting like-minded healthcare professionals with a passion for working in an exciting, fast paced environment. This position involves the opportunity to truly make a difference in the lives of individuals in our community and affect positive change in the healthcare system as a whole. In becoming a part of the AHN team, you will be treated with the utmost respect and quickly become part of our family. If you want to enjoy going to work, getting the support and assistance you need to do your job effectively, and crave an environment of caring and commitment, please continue reading:

Job Purpose

The Senior Director of Care Management serves as the focal point for the development, implementation and management of innovative health related care management, case management, and care coordination programs that are designed to accomplish three things:

- Improve the health of the individuals that we serve
- Improve the efficiency and effectiveness of the healthcare delivery system for our clients and our partners
- Improve healthcare related quality and cost measures for our partners

Key Qualifications
**Care/Case Management:** extensive experience in the care/case management of high need/high risk populations through complex systems, extensive knowledge of strategies to achieve successful behavior change with high need/high risk populations, extensive knowledge in socio-economic needs assessment and strategies to provide resources for any identified needs

**Results:** proven track record of exceeding goals and a bottom-line orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; highly experienced in problem solving, project management, and creative resourcefulness

**Strategic Vision and Agility:** ability to think strategically, anticipate future consequences and trends, and incorporate them into a strategic plan for the care management division

**Capacity Building:** ability to effectively build division and staff capacity, developing a topnotch workforce and the processes that ensures each individual program and the division as a whole runs smoothly and effectively

**Leadership and Organization:** exceptional capacity for managing and leading people; a team builder who has experience in creating new programs and developing department/division capacity; ability to connect with staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower topnotch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed

**Action Oriented:** enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary

**Specific Qualifications**

**Education Minimum**
- Bachelor’s degree in social work, nursing, public health, healthcare administration, business administration, or other healthcare related field
- Can be waived if more than 10 years of experience in comparable position

**Education Preferred**

- Master’s degree in social work, nursing, public health, healthcare administration, business administration, or other healthcare related field, or
- Licensed clinical social worker, or
- Registered nurse

**Experience Minimum**

- Four years of experience working in health care or other related field
- Four years of experience in case management, care management, care coordination or other related field
- Four years of experience in program design and implementation
- Four years of experience in program management and quality improvement
- Four years of experience in management of multiple staff
- Four years of experience with database systems and software such as Microsoft Word, Excel, Power Point and Visio
- Excellent relationship and partnership building skills
- Excellent communication skills, both oral and written
- Excellent organizational skills

**Experience Preferred**

- Two years of experience in partnership or business development
- Two years of experience in program reporting and data analysis
- Extensive knowledge of population health concepts
- Extensive knowledge of the socioeconomic determinants of health
- Extensive knowledge of evidenced based ways to improve individual health outcomes
- Knowledge of healthcare system policy and design
- Knowledge of health insurance systems
- Knowledge of social agencies and systems
- Knowledge of the socioeconomic determinants of health
### Job Specifications

- Be able to stand between 4 – 6 hours per day
- Be able to sit at a computer for up to 4 - 6 hours per day
- Be able to withstand hand/wrist deviation and repetition
- Must have a valid driver’s license and be able to drive the AHN Company Car when needed
- Must be able to lift, carry up to 30 pounds with a fair consistency
- Flexibility; Each department selects the hours of work schedule for the department staff based on the department’s needs. This schedule may change at any time according to the department’s needs.
- Required to pass a background check through the State of Nevada

### Key Responsibilities and Accountabilities

- Serve as internal and external leader and focal point of the care management division
- Develop and maintain business, provider, and community partner relationships
- Lead the development and design of new and innovative healthcare programs/products including scope and purpose
- Lead the project management of new innovative healthcare programs/products
- Lead the development and design of effective process and systems specific to the goal and function of the program/product
- Lead the development of individual program and division staffing design
- Lead in the development of a performance management strategy using benchmarks and analytics to determine program/product success
- Assist the fiscal department in the creation and implementation of individual program/product budgets
- Assist the fiscal department in the creation and implementation of a division wide budget
- Develop and implement coordinated strategies that ensure proper and effective communication between all program/product partners during start-up, implementation and maintenance
- Assist in the development and maintenance of program materials (both internal and external)
• Develop and implement initial and follow-up training strategies for program staff
• Assist in the hiring and training of program employees
• Implement and lead a continuous quality improvement process throughout each individual program and the division as whole focusing on systems/process improvement.
• Promote regular and ongoing opportunities for all staff to give feedback on program operations
• Lead internal communications efforts through active communications to all staff including meetings, announcements, and reports
• Gain a clear and basic knowledge of Access to Healthcare Services
• Gain a clear working knowledge of Access to Healthcare database systems and IT infrastructure
• Attend staff meetings and be willing to meet with manager on a consistent and regular basis
• Cultivate the core values and culture of AHN within the division
• Instill a human capital development and “coaching” culture within the division
• Be both compassionate and professional while serving our population
• Be both compassionate and professional with staff
• Abide by HIPAA requirements
• Other duties as assigned

As a full time employee at Access to Healthcare Network you will qualify for

• Medical and Dental/Vision benefits
• 92% employee medical premiums paid by AHN
• 50% employee dental premiums paid by AHN
• Spouse and dependent coverage
• Health Reimbursement Account
• 32 hours PTO annually
• 10 days paid sick leave annually
• 15 days paid vacation leave annually
• 8 paid holidays annually
• 3 - 5 days bereavement leave
• Employee Assistance Program