



# Genevive

## Job Description: Director of Care Coordination

**Job Title:** Director of Care Coordination

**Department:** MSHO, MSC+ and I-SNP Care Coordination Teams

**Position Summary:** The Director of Care Coordination is responsible for the MSHO and all value-based care management programs. This position will provide direct management of the MSHO Care Coordination Supervisors and the MSHO Support Associate (MSA) Supervisor that oversee teams of registered nurses, social workers, and unlicensed support staff. The Director of Care Coordination will lead by example by being an excellent communicator, detail oriented, and a proven driver of change. The position is responsible for ensuring all regulatory requirements determined by the contracted health plans, DHS, and CMS are met, and will support and champion continued high standard work from the teams. The Director of Care Coordination will use evidenced based care coordination strategies in developing and reviewing processes and workflow to ensure efficiency and appropriate resource allocation. This position will collaborate with other nursing department leaders in the creation of potential future value-based care management programs and processes.

**Supervision Received:** Chief Population Health Officer

**Supervision Exercised:** MSHO Care Coordinator Supervisors, MSHO Support Supervisor

**Hours per Pay Period:** 80

**Classification:**

Full-Time

Exempt

Part-Time

Non-Exempt

### Education/Qualifications:

- Must have and maintain license as a Registered Nurse
- Bachelor's degree in nursing
- Must have current MN driver's license
- 5+ years of progressive health care leadership experience leading large teams
- Have demonstrated knowledge of MSHO, MSC+, SNP, Medicare, Medicaid, and Elderly Waiver requirements and regulations.
- Knowledge of regulatory audit process

### Essential Functions:

- Responsible and accountable for the development, implementation, quality, and consistency of the value-based care management program
- Lead and develop all value-based care management staff and administrative support personnel
- Promote and model self-development and professional growth to maintain strong morale and knowledge of healthcare trends and practices



# Genevive

- Ability to navigate complex and dynamic changes in the regulatory landscape of value-based care products
- Operationalize companywide strategic visions across all value-based care coordination departments and assists in the development of future programming as needed
- Oversee the evaluation of work performance of value-based care management and support personnel
- Ability to manage large multi-disciplinary team, proactively assess hiring needs and staffing model
- Coach, mentor, provide performance management and be a consistent resource for Supervisors by meeting regularly for 1:1 support, assist in identifying areas of expertise, areas for growth, and developing desired leadership skills
- Review and disseminate all necessary information and communication from all regulating entities to teams in clear, consistent, concise, and timely manner
- Collaborate with Supervisors and other stakeholders to write and update policies and procedures for care coordinators and support associates to reflect regulatory changes in a timely manner
- Provide strategy and oversight of equitable member distribution across the team via case load management
- Collaborate with Supervisors for hiring, progressive discipline, training, mentoring, and coaching staff
- Develop strategies to address client grievances, audit escalations, and regulatory/compliance issues
- Work collaboratively with Human Resources to meet employee needs
- Collaborate with other nursing leaders to ensure companywide strategic initiatives are met such as ensuring collaboration on regulatory compliance with transitions
- Establish and maintain confidentiality of information and follows all applicable HIPAA guidelines
- All other duties as assigned

## **Physical/Mental Demands and Work Environment:**

- Requires driving a vehicle
- Requires sitting and standing associated with a normal office environment
- Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations as well as exercise independent judgment.
- Requires hand dexterity for office equipment and repeated movements
- Stooping and bending and sitting for extended periods of time.
- Able to handle stress in dealing with tense, angry, or upset clients and staff.
- Able to manage multiple demands and prioritize activities to meet deadlines.
- Willing to work at home in a HIPAA compliant space as needed
- Some exposure to unknown environments in the field with possible exposure to hazards and communicable diseases.



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*The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_