



Genevive

Job Description: Care Coordination Manager

Job Title: Care Coordination Manager

Department: MSHO and MSC+ Care Coordination Teams

Position Summary: The Care Coordination Manager plays a pivotal role in overseeing and improving the care coordination program within the MSHO and MSC+ value-based care models that serve elderly members across Minnesota. They will lead a hybrid/remote team of supervisors, who in turn manage registered nurses, social workers, and support staff, ensuring smooth and efficient operation of these programs. This role requires excellent communication skills, attention to detail, and a strong ability to drive engagement and change. The Care Coordination Manager will be responsible for ensuring compliance with all regulatory requirements from health plans, the Department of Human Services (DHS), and the Centers for Medicare & Medicaid Services (CMS).

Key responsibilities include using evidence-based care coordination strategies to review and optimize processes and workflows, as well as supporting the teams in maintaining high standards of care. The Care Coordination Manager will collaborate with the VP of Clinical Support and other leaders to contribute to expanding and growing our care coordination programs and quality initiatives, which will help shape the future of value-based care within the organization. This role is integral to the efficiency and success of the care coordination team, requiring someone who is tactical, adaptable, and capable of leading a large team through a constantly evolving regulatory landscape.

Supervision Received: Vice President of Clinical Support

Supervision Exercised: MSHO Care Coordinator & Support Supervisors

Hours per Pay Period: 80

Classification:

Full-Time

Exempt

Part-Time

Non-Exempt

Education/Qualifications:

- Must be a licensed social worker or registered nurse
- Bachelor's degree in nursing or social work
- Must have current MN driver's license
- 5+ years of progressive health care leadership experience leading large teams
- Have demonstrated knowledge of Minnesota Senior Health Options (MSHO) & Minnesota Senior Care Plus (MSC+) plans, Medicare, Medicaid, and Elderly Waiver requirements and regulations.
- Knowledge of regulatory audit process



Essential Functions:

- **Program Oversight:** The Care Coordination Manager will be responsible for the quality, efficiency, and consistency of the value-based MSHO and MSC+ care coordination program and processes. This position is responsible for navigating regulatory changes and ensuring the program is administered in a way that aligns with members' needs, program compliance, organizational strategies and key initiatives. This position will provide input for continuous improvement within the department.
- **Collaboration & Alignment:** The Care Coordination Manager will work closely with other department leaders fostering cross departmental collaboration to align the department with the broader strategic goals of the organization, leading key strategies and optimizing processes, while ensuring regulatory compliance and providing change management to ensure smooth transitions.
- **Regulatory Compliance & Communication:** The Care Coordination manager will ensure that teams are aligned, accountable, and proactively compliant to ensure excellent audits of regulatory requirements. This position will work with Supervisors to ensure processes are current and maintained in a clear, consistent manner. The manager will review and disseminate necessary regulatory information to the team in a clear and effective manner.
- **People Management:** The Care Coordination manager will evaluate supervisor and team performance against accountabilities and core competencies and foster professional growth as well as coach and mentor Care Coordination Supervisors. The position is responsible for ensuring strong team morale by managing conflict, promoting effective decision making, cultivating innovation, and improving operational efficiency. This position will be responsible for managing accountability at an individual and team level and coaching team members for top performance. This position will manage and coach Supervisors with hiring, training, and discipline processes.
- **Confidentiality & Compliance:** The Care Coordination Manager must ensure that confidentiality is maintained, particularly regarding sensitive member information, in adherence to HIPAA guidelines.

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.



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- 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.

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 _____