

# UNION

## SETTLEMENT

### EMPLOYMENT ANNOUNCEMENT

**Position:** Care Management Program Coordinator

**Department:** Mental Health Services

**Reports to:** Director of Mental Health Services

**Hours:** Full-Time

**Responsibilities:**

- Hire, train, and provide ongoing oversight, supervision, and performance feedback for Care Managers.
- Provide weekly individual and group supervision to staff
- Conduct community outreach for case findings
- Maintain expertise and assure that all staff are trained in CANS, UAS, MAPP and Health Home Care Management software.
- Conduct staff training and development as needed
- Assure program clinical and administrative compliance with all monitoring bodies
- Monitor service provision, referrals and census
- Assure proper and timely billing for services
- Develop and maintain of the Care Management Policies and Procedures manual.
- Assign clients to care managers.
- Collaborate with the care managers to identify the service needs of clients and develop an inventory of resources to meet the identified needs
- Monitor and evaluate the quality of services provided to the clients
- Identify and resolve program challenges
- Participate in outside meetings as required
- Prepare required reports
- Hold after hours on call responsibilities for Care Management program
- Participate in Incident Review meetings
- Participate in Consumer Advisory Board meetings.
- Active participation in the Leadership Team
- Other duties as assigned by supervisor

**Qualifications:**

- Master's Degree in Social Work, Psychology, or related field.
- Clinical license preferred

- Bilingual (English/Spanish) preferred.
- Excellent computer skills.
- Strong verbal and written communication and organizational skills
- Operational and administrative program experience
- Experience providing care management or care coordination

**To Apply:**

Please send cover letter, resume, references, and salary requirements to:  
jobs@unionsettlement.org

Please indicate **Care Management Program Coordinator** Project in subject of e-mail.

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