



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

Position Title: Care Management Team Leader – Health Home

Report to: Director of Support Services.

FLSA Status: Exempt

Location: Manhattan

Duties and Responsibilities include:

- Adheres to NYS Health Homes and lead Health Homes requirements.
- Provide supervision to Care Managers and Navigators by chart review, face to face case discussion, work schedule, and performance reviews including development of performance improvement plan as needed.
- Provide crisis intervention and care coverage as needed.
- Ensure up to date maintenance of client-related records and other required documentation according to the protocols and standards of Apicha's Department of Support Services within required time frame.
- Recommended to hire and manage the assigned staff and/or team under his/her supervision.
- Provide onboarding and ongoing training to staff.
- Determine perspective client's eligibility of the Health Home program prior to enrollment.
- Manage and meets team's performance goals set by Apicha's Department of Support Services.
- Manage and monitor keys deliverables to clients by perform regular quality assurance activities to ensure appropriate documentation and services rendered to non-HARP and HARP clients within required timeframe.
- As part of care coverage, perform HARP Eligibility Assessment, HARP Plan of Care, Level of Services Determination, HCBS referrals, continuation of HCBS services, etc., as needed.
- Ensure data entry accuracy entered to various reporting system: eICARE, GSI, RMA, BTQ, MAPP, HCS, ICDP.
- Perform regular quality assurance activities to ensure appropriate services are rendered to clients (e.g., observes home visit and face to face meetings, directly observe and review coordination of care for a higher risk cases).
- Working as a part of the team for the quality assurance and continuous quality improvement (CQI) activities consistent with Department of Support Services' standard.
- Submit both external and internal reports adhering to deadlines (e.g., HARP, admit alerts, incident report).
- Review all required Health Home care management services related documentations (e.g., progress notes, HMLs, assessments) to ensure proof of services rendered within required time frame exist.
- Attend internal and external meeting as assigned (e.g., care planning, ad hoc, training, and supervision).
- Represent the agency at various venues to promote agency services.
- Respond any inquiry from the lead Health Home or MCO regarding clients care in timely fashion under guidance of the Program Manager.
- Performs other duties as assigned.

Qualifications:

- Advanced degree in Health, Human Services, Mental Health, and Social Work with one (1) year of supervisory experience to case management staffs and three (3) years of qualifying experience required. May consider bachelor's degree in Health, Human Services, Mental Health, and Social Work with two (2) years of supervisory experience to case management staffs and four (4) years of qualifying experience.
- Qualifying experience includes verifiable work with the target populations: individuals with Serious Mental Illness, serious substance use disorders (SUDs), and/or HIV/AIDS who are virally unsuppressed.
- Experience and/or knowledge of NYS Health Home preferred.
- UAS-NY certification required within 1 month of hire.
- Ability to communicate in a warm, caring manner and to motivate others with professional demeanor.
- Excellent written and verbal communication skills in English required.
- Self-starter and good team player.
- Ability to adapt changing needs of communities and funder's requirements.
- Ability to work flexible hours including some evenings and weekends.
- Ability to prioritize and handle multiple tasks by due date.
- Ability to work well within the organizational structure.

- Computer literacy – ability to learn and adapt to different reporting platforms within required time frames.
- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA.