



# Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

## Care Coordination Program Manager

**Job Code:** PRMGR - 117  
**Revision Date:** April 6, 2022

### **Salary Range:**

\$24.92 - \$39.84 Hourly  
\$1,994.00 - \$3,188.00 Biweekly  
\$51,825.00- \$82,868.00 Annually

**FLSA:** Exempt

### **Overview**

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

### **General Description**

Serves as the direct program manager and oversees all functions of operations. Assigns caseloads, monitors individual services, and ensures that services are delivered according to person centered recovery plans and program guidelines. Is responsible for intra-agency and inter-agency coordination and referrals. Will serve as the community liaison between providers and clients and is responsible for care coordination agreement outreach and maintenance. Ensures that continuity of care and proper clinical follow-up are provided and well documented. Reviews program documentation for quality, completeness, and timeliness. Responsible for maintaining unit budget in coordination with the accounting department. Monitors agency Risk Stratification Tool to identify potential caseload and works closely with agency programs to serve clients. Adheres to Center Safety Policy and Procedures regarding training requirements and credentialing in related position. Complies with all unit trainings as designated by program and center management.

### **Duties and Responsibilities**

**The functions listed below are those that represent most of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Oversee the care coordination program and staff while ensuring that clients are referred to services that they need and follow ups are conducted to monitor those services
- Responsible for selection, assessment, evaluation, development, coaching, and counseling of employees assigned to program to ensure quality patient care in accordance with EHN's mission, vision, and values
- Works closely with data management staff to identify potential clients using Risk Stratification Tool
- Work closely with external providers and partners to maintain care coordination agreements and ensure that clients are aware of services available to them
- Oversee the adequacy and soundness of the services' financial performance, including reviews of operating results

- Provide quality assurance including periodic review of staff documentation
- Ensure the implementation of EHN policies and client rights and responsibilities to include overall customer service

### **Minimum Education and Experience Requirements**

Requires a Bachelor's degree in Business Administration, Social Sciences or related behavioral field, supplemented by three (3) years of project management or related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- Involves routine and frequent exposure to:
  - Bright/dim light; Dusts and pollen.
  - Other hazards not listed above.

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background, and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. Americans with Disabilities Act (ADA) requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally competent and recovery-oriented care.
- Must be able to wear a ballistic vest and flashlight when required.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.

**To apply, visit: <https://emergencehealthnetwork.e3applicants.com/careers>**