



ENHANCED SERVICES DIRECTOR

Position Status: Exempt
Reports To: Health Services Officer
Effective Date: 01/01/2024
Revised Date:
Job Level: M3

POSITION SUMMARY

Under policy direction, this position:

1. Provides strategic management oversight in implementing, directing, and monitoring the Alliance's CalAIM strategies, including Enhanced Case Management (ECM), Community Supports (CS), and Transitional Care Services, in alignment with Medi-Cal, Knox-Keene, and other regulatory and accreditation standards
2. Directs the Enhanced Services Department, acts as a subject matter expert, and provides executive level advice and guidance on Enhanced Services issues and overall business operations
3. Directs, manages, and supervises Enhanced Services Department staff
4. Performs other duties as assigned

RESPONSIBILITIES

1. Provides strategic management oversight in implementing, directing, and monitoring the Alliance's CalAIM strategies, including Enhanced Case Management (ECM), Community Supports (CS), and Transitional Care Services, in alignment with Medi-Cal, Knox-Keene and other regulatory and accreditation standards in alignment with Medi-Cal, Knox-Keene, and other regulatory and accreditation standards, with duties including but not limited to:
 - Designing, developing, implementing, and maintaining programs, policies, and procedures to meet regulatory, contractual, accreditation, and performance standards
 - Designing, developing, and maintaining ECM, CS, and Transitional Care Services processes and ensuring full operational compliance
 - Governing end-to-end ECM, CS, and Transitional Care Services provider performance, in partnership and collaboration with Provider Services
 - Leading the development and oversight of Alliance Enhanced Services efforts, including those required by the Medi-Cal CalAIM initiative and the Alliance's Strategic Plan
 - Advising and collaborating with the Health Services Officer, Chief Medical Officer (CMO), and Medical Directors on strategic issues involving Enhanced Services programs
 - Collaborating with Health Services and other Alliance departments to improve health outcomes and promote appropriate use of resources
 - Tracking, analyzing, and developing strategies to address poor provider performance of high-risk services
 - Participating on Alliance advisory groups and clinical committees
 - Developing and maintaining collaborative working relationships with clinical and social service agencies within the Alliance service area counties
2. Directs the Enhanced Services Department, acts as a subject matter expert, and provides executive level advice and guidance on Enhanced Services issues and overall business operations, with duties including but not limited to:

- Developing programs for highest risk members that are paid for by the Alliance and delivered by community-based partners and providers, such as ECM and CS, to exceed Department of Health Care Services (DHCS) goals and ensure availability of high-quality services for all eligible members
- Providing oversight of and technical assistance to ECM and CS programs to ensure integration with all relevant inpatient and outpatient providers, nonprofits, community-based organizations, and government agencies that deliver the medical, behavioral health, substance use, and social services that high-risk members require
- Advancing the scope and number of contracted providers to deliver CS and other services that address the social determinants of health
- Developing and leading the strengthening of partnerships with community-based organizations, nonprofits, and government agencies, in collaboration with the Community Engagement Director and all Health Services directors, to build partnerships that address key social drivers of health
- Ensuring successful transitions of care for all members from institutional settings, such as inpatient, long-term acute care, subacute care, skilled nursing facilities, residential care facilities for the elderly, and emergency departments, to lower levels of care with the goal of transitioning to the community or other least restrictive setting
- Developing systems and protocols that result in decreasing inappropriate emergency department utilization and reducing readmissions and preventable hospitalizations
- Participating in the general administration of the Alliance as a member of the executive management team by providing input into the problem-solving and decision-making process
- Participating in strategic planning and implementation of the Enhanced Services Department operational goals related to the growth and development of Alliance business operations
- Ensuring that the Enhanced Services Department goals and activities are in alignment with the Alliance strategic plan
- Conducting complex research and analysis related to Enhanced Services strategies
- Assisting in formulating strategic plans and goal setting in support of Alliance programs
- Modeling and promoting effective interdepartmental communication
- Preparing narrative and statistical reports and making presentations
- Preparing reports for the Board of Commissioners package for review by the Health Services Officer (HSO) and/or Chief Medical Officer (CMO)
- Developing performance measures related to strategic goals and new projects and presenting to staff and the Board of Commissioners, as directed by the HSO and/or CMO
- Drafting, recommending, and implementing administrative policies, processes and procedures related to Enhanced Services Department operations
- Maintaining current knowledge of relevant federal and state laws, policies and directives, and organizational policies and procedures, including regulatory requirements pertinent to case management and disease management issued by DHCS, Centers for Medicare and Medicaid Services, Major Risk Medical Insurance Program, or Department of Managed Health Care, communicating changes to staff, and ensuring that all requirements are met
- Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
- Reviewing and assessing overall department functions, core work, goals, and structure, developing and implementing short- and long-term planning to achieve strategic objectives, and completing an annual department assessment
- Overseeing the preparation and maintenance of records, reports, and related documents

- Developing and managing the Enhanced Services Department operations, work plans, and budget
 - Attending and participating in internal and external meetings related to Alliance business operations
3. Directs, manages, and supervises Enhanced Services staff, with duties including but not limited to:
- Functioning through subordinate Unit Managers, exercises full supervision of costs, methods, and staffing
 - Participating in the hiring, selection, and salary administration of Department employees
 - Ensuring that Department staff maintains up-to-date knowledge, skills and abilities related to the administration of assigned responsibilities and functions
 - Identifying, overseeing, and assisting with objectives, priorities, assignments, and tasks, and reviewing work products as needed
 - Providing mentoring, coaching, and development and growth opportunities for staff and subordinate managers and supervisors
 - Evaluating employee performance, providing feedback to staff, and counseling and disciplining staff when performance issues arise
 - Overseeing staff in multiple office locations and/or telecommute settings
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Nursing, Social Work, Behavioral Health, Social Science or a related field and a minimum of ten years of relevant experience in the clinical aspects of effectively managing a Case Management, Health Education, Utilization Management, or Quality Improvement program with demonstrated experience in process improvement and project management, including a minimum of three years of management-level experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of complex practices, issues and theoretical principles related to community care coordination, including behavioral health
- Thorough knowledge of the principles and practices of case management and care management and coordination
- Thorough knowledge of the principles and practices of clinical nursing
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Working knowledge of the principles and practices of program development and project management
- Working knowledge of the principles and practices of supervision and training
- Working knowledge of Joint Commission, NCQA, URAC and/or other accrediting bodies
- Working knowledge of Medi-Cal and related policy and benefits-related Title 22 regulations
- Working knowledge of the concepts and guidelines related to prepaid health care
- Working knowledge of the concepts related to managed care
- Working knowledge of the principles and practices of utilization management

- Working knowledge of the array of mental health and substance use disorder services
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel (including pivot tables), Outlook, PowerPoint and Visio, and Adobe Acrobat
- Some knowledge of State and Federal legislative processes
- Ability to direct, manage, supervise, mentor, train and evaluate the work of staff
- Ability to develop, plan, organize and direct programs and activities that are complex in nature and regional in scope
- Ability to provide leadership, facilitate meetings, and partner with and guide managers and employees in the resolution of issues that are complex and may have considerable impact
- Ability to act as a technical resource and explain complex laws, regulations, processes, and programs related to areas of responsibility
- Ability to demonstrate strong analytical skills, accurately collect, manage, and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify, discuss, evaluate, and resolve complex and unusual problems in a timely manner
- Ability to review and assess overall department function, core work, goals, and structure, develop and implement short- and long-term planning to achieve strategic plans, and complete an annual department assessment
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to attend in person meetings with community partners, providers, and hospitals
- Ability to foster effective working relationships, influence others, negotiate and persuade others, and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships including members of the medical community, community agencies, and board members
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to prepare written and oral reports, correspondence, and other program documents
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to develop and monitor department, program, and project budgets
- Ability to identify new processes and systems to improve productivity and results

DESIRABLE QUALIFICATIONS

- Master's degree in Nursing, Social Work, Behavioral Health, Social Science, or a related field
- Certified Case Manager (CCM) certification
- Current and unrestricted license as a Registered Nurse, Licensed Clinical Social Worker, or other related health care or social service license issued by the State of California
- Experience working in a managed care environment

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment

- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.