



Job Description

Job Title:	Care Coordination Program Manager
Responsible to:	Care Coordination Program Director
Responsibilities:	The Care Coordination Program Manager is responsible for providing oversight, implementation, and supervision to the Nexus SD and Helpline Center Network of Care programs at the Helpline Center.

The Care Coordination Program Manager will be passionate about health improvement and building community care coordination, referral, and data-sharing systems in collaboration with committed health care, human, and social service providers in South Dakota. The Care Coordination Program Manager will support the collaborative provider networks that support whole-person care using an interactive cloud-based platform that contains shared longitudinal records of each individual's progress towards well-being. The successful applicant will have a balance of people and technology skills and have a track record that demonstrates their talents at engaging partners through group facilitation, individual conversations, excellent customer service, and technical support. This position would be ideal for a versatile and dedicated professional with supervisory skills and who can navigate multiple projects, relationships, and strategic priorities to create conditions for successful systems change.

Job Requirements:

- Bachelor's Degree with three years related experience and/or training; or equivalent combination of education and experience required.
- Preferred Master's degree in Public Health or related human services experience
- 1-2 years of relevant professional and supervisory experience
- Project management experience desired
- Strong public speaking and communication skills
- Ability to influence others and move toward a common vision or goal
- Strong strategic awareness and innovative thinking skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Proficient in learning various technology software and integrations
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Enthusiastic, teamwork-oriented attitude
- Ability to establish and maintain effective working relationships with partner agencies
- Ability to coach and motivate staff
- Possess excellent organizational, written and verbal communication skills.
- Attention to detail and critical thinker able to take big ideas and break them down into steps
- Outgoing and comfortable with people.

A. Oversee and maintain program operations for the Nexus SD program

1. Provide strategy, planning, and implementation of the coordinated health and social service system
2. Lead the Helpline Center Nexus SD team in collaborating with stakeholders across South Dakota to meet and exceed project deliverables
3. Implement, enforce and monitor policies and procedures for Nexus SD.
4. Provide monthly (or as needed) program status updates and reporting on success and challenges.
5. Support member outreach, onboarding, user management, training, and member utilization of system.

B. Oversee and maintain program operations for the Helpline Center Network of Care (HCNC) Program

1. Build and maintain supportive relationships with partner agencies.
2. Support member outreach, onboarding, user management, and member utilization of system.
3. Provide training and support to partner agencies on correct software usage and data collection.
4. Enforce and monitor policies and procedures for HCNC.
5. Provide monthly program status updates on success and challenges.
6. Lead HCNC strategic goals and initiatives, including the exploration of a data hub.
7. Support administrative functions, data management, and support ticket system
8. Create and run monthly reports from the software system.

C. Provide staff management

1. Oversee staff management, including hiring, training, scheduling, supervising and evaluation of employee performance.
2. Provide support and guidance to staff. Foster a positive working relationship with the staff and agency.
3. Ensure staff communication is open and consistent
4. Oversee staff adherence to policies and procedures and that competencies are maintained and exceeded.
5. Provide direct program coverage as needed

D. Professionalism

1. Support and carry out the mission of the agency.
2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations.
4. Follow agency policies, including personnel and programmatic.
5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
6. Develop professional and personal growth through opportunities and involvement.

D. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Exempt FT position. Office hours, 8 a.m.-5 p.m. or as required.

Employee _____ Date _____

Supervisor _____ Date _____