

COMMUNITY HEALTH PARTNERS, INC.

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Resource Program Supervisor
Position Status: Non-exempt
Effective Date: 5/2021
Reviewed By: CEO

JOB SUMMARY: Functions as a member of the CHP health care team under the general supervision of the CHP CEO and Clinic Director. Leads CHP's resource coordination, including outreach and enrollment (O/E), programming and ensures that CHP's resource coordinators and O/E staff participate fully in all training, delivery, and reporting for O/E activities. Functions as a working supervisor in the resource coordinator role. Collaborates with other organizations to enhance community health and well-being.

ESSENTIAL JOB FUNCTIONS:

Supervisory Duties:

Develops and retains a qualified team that provides high quality, patient-centered care at maximum efficiency.

Sets Specific, Measurable Expectations

1. Leads by example by working towards the mission, vision, and strategic goals.
2. Follows CHP policies and procedures, and ensures employee compliance.
 - a. Understands personnel policies, is able to consistently apply them to employee scenarios.
 - b. Communicates policies accurately and appropriately.
3. Understands and accurately communicates job expectations in a specific, measurable way.
4. Ensures appropriate staff training (and re-training, as needed) occurs.

Gives Feedback

1. Recognizes positive team contributions:
 - a. Communicates appreciation for a behavior and connects it to the mission, vision or strategic goals.
 - b. Documents above and beyond contributions (at both the individual and team level).
2. Addresses nonperformance in a timely, effective manner:
 - a. Utilizes the coaching steps to engage the employee in his/her own performance improvement.
 - b. Documents coaching sessions appropriately.
 - c. Utilizes progressive disciplinary measures when appropriate, with support from the HR Manager and/or CEO.

Staff Development

1. Ensures appropriate new staff training occurs through training the new team member and appropriately delegating training duties.
 - a. Makes a “connection” with all new staff, introduces management team, pertinent team members.
 - b. Reviews overall training schedule, clarifies any location specific expectations (using the CHP FAQ sheet).
 - c. Ensures safety training is completed.
 - d. Assesses effectiveness of training with trainee and trainer prior to employee working independently.
 - e. Devises plans for any supplemental and/or remedial training needed. Follows up accordingly.
 - f. Schedules new employees for NEO.
2. Identifies developmental opportunities for staff members and schedules them.
3. Completes employee evaluation sessions in an effective, timely manner.
 - a. Discusses employee strengths, and areas for improvement, as well as future goals.
 - b. Supports employee in pursuit of future goals.
 - c. Completes documentation and routes it to HR in a timely manner.

Fosters open communication: ensures employees have information, input, and influence.

1. Openly listens to employee concerns and actively works to resolve them.
2. Communicates pertinent information to staff members in a timely manner.
 - a. Holds appropriate meetings.
 - b. Uses meeting time wisely.
 - c. Assesses meeting effectiveness and efficiency. Makes changes accordingly.
3. Establishes and communicates team goals with respect to processes, outcomes and the metrics thereof.
4. Solicits feedback from team members in making changes, when appropriate.

Safety/Risk management

1. Ensures all staff receives safety training and annual refresher.
2. Actively works to insure the workplace is safe, assessing safety concerns daily, making changes as needed.
3. Investigates all accidents and injuries properly, following all required procedures and documenting as appropriate.
4. Maintains complete personnel records for all staff using objective language and descriptions.
5. Informs HR Manager immediately of any harassment, discrimination, work comp or disability issues

Resource Program Supervisor Duties

1. Demonstrates and maintains expertise in: eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; the needs of underserved and vulnerable populations; and privacy and security standards.

2. Supports initial and ongoing education in conjunction with site directors for all resource coordinators and outreach and enrollment staff through individual support and meeting facilitation.
3. Ensures all resource coordinators and outreach and eligibility staff comply with and successfully complete all required and applicable federal and/or state consumer assistance training related to outreach and enrollment assistance.
4. Ensures accurate collection and reporting of data related to number of staff trained in outreach and enrollment assistance, number of patients or community members assisted with eligibility and enrollment information and number of patients or community members enrolled in coverage.
5. Ensures that CHP maintains focus on targeted in-reach activities to all potentially eligible but uninsured patients and families.
6. Ensures that CHP maintains focus on outreach activities to migrant and seasonal farmworker populations, including educating front desk staff in proper identification of migrant and seasonal farmworkers and data collection as well as participating or coordinating offsite activities as necessary.
7. Facilitates quality improvement processes as well as standardization of policies and procedures for resource coordinators and outreach and enrollment staff at all sites.
8. Maintain a regular presence at all CHP medical sites to provide support and training, as necessary. Provide float/fill-in coverage for RC's according to need.

Outreach and Enrollment Duties

1. Demonstrates and maintains expertise in: eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; the needs of underserved and vulnerable populations; and privacy and security standards.
2. Complies with and successfully completes all required and applicable federal and/or state consumer assistance training related to outreach and enrollment assistance.
3. Collects and reports data related to number of patients or community members assisted with eligibility and enrollment information and number of patients or community members enrolled in coverage.
4. Meets with new or existing patients as well as non-patient community members to conduct eligibility screening, education, and assistance with enrollment in Medicaid, Healthy Montana Kids Program, Medicare, or Marketplace insurance.
5. Participates in community events as a way to educate consumers about health insurance options available through the Affordable Care Act.

Linkage/Referral Duties

1. Informs patients of available community services and medical health care services and assists with providing them with appropriate information.
2. Assists patients with obtaining or retaining adequate housing by working with agencies such as Human Resource Development Council, Salvation Army, Red Cross, and the Ministerial Association.
3. Assists patients with accurate completion of required paperwork for appropriate community services and medical health care services.
4. Assist patients with medical debt which may include helping patients apply for financial assistance at various medical facilities.

Advocacy/Liaison Duties

1. Coordinates clinical issues with health care team and other community professionals to ensure continuity of care.
2. Provides education and support to patients and their families by working closely with community agencies to promote and recommend services.

3. Strives to maintain effective working relationship with CHP and staff in other community and medical health care settings.
4. Assists with procuring transportation to and from appointments to maintain continuity of care.

General Case Management Duties

1. Initiates a comprehensive assessment to identify individual needs of the patient, including, but not limited to completing Welcome Visits to all new patients as part of the process of establishing care.
2. Performs crisis intervention as needed.
3. Maintains accurate, measurable, results-based progress notes and treatment plans.
4. Attends staff, health care team, and other agency meetings as required.
5. Attends training sessions and keeps abreast of developments in field.
6. Participates in clinic quality improvement process to evaluate clinic policies and protocols.
7. Interprets the policies and services of CHP to patients, their families, and to other community agencies.
8. Participates in the coordination of discharge planning for CHP patients.

Public Relations

1. Answers questions and provides information pertaining to the case management services at CHP.
2. Maintains tact, diplomacy, and professionalism at all times.
3. Maintains confidentiality and abides by the Montana Uniform Health Information Act guidelines.

General Responsibilities

7. Participation in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
8. Further the mission of CHP through active support of the strategic goals.
9. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.
10. Understands and adheres to HIPAA regulations.
11. Maintains records accurately and assists in CQI (Continuous Quality Improvement) and statistical data compilation.
12. Further the mission of CHP through active support of the strategic goals.

Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, be organized, and be a self-starter
6. Ability to be friendly, empathetic, and an adept communicator.
7. Ability to treat both staff and patients with respect
8. Ability to navigate technology efficiently
9. Ability to gracefully accept and respond to feedback
10. Provide non-judgmental care to all.

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting		X	

Standing	X		
Walking		X	
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)		X	
Pushing/Pulling		X	
Fine Manipulation		X	
Grasping		X	
Reaching		X	
Bend		X	
Kneel	X		
Squat	X		
Climb	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		

* Ordinary ambulatory skills needed to visit all CHP sites.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB QUALIFICATIONS:

Education:

Graduate of an accredited college with a degree in social work, human services, and/or related field.

Experience:

Two years of case management experience in health care setting and/or mental health setting.

Previous leadership, management, and/or program supervision experience preferred.

I have read the job description above:

Name: _____ Date: _____