



**MSSP Napa-Solano
Supervising Care Manager
40 HOURS/WEEK**

The Supervising Care Manager (SCM), reporting to the Site Director, has overall responsibility for the operations and compliance of all rules and regulations of the local MSSP site as well as supervisory duties for all staff. The SCM is a mentor level position and as such is expected to lead by example, complete job tasks in a timely and accurate manner, and positively promote Choice in Aging in all endeavors. In addition, the SCM works as an integral member of the Choice in Aging leadership and management team who work to ensure we meet our goal of providing the highest quality of services which enables frail elders and adults with disabilities to remain independent and retain their dignity while engaging in meaningful activities.

Essential Functions:

Supervision, compliance and program Implementation

Supervising Care Manager (SCM) has overall responsibility for the operation of the MSSP site and shall:

1. Communicate in an open and professional manner at all times.
2. Recruit, employ, train mentor and provide in-services for all employees supervised including Supervise the Social Work Care Managers (SWCMs), Nurse Care Managers (NCMs), Care Manager Aides (CMAs), Administrative Assistant and care management support staff;
3. Review program operations both within Choice in Aging and the community and identify and recommend and / or implement changes to improve service accessibility for clients and resolve and/or assist in the resolution of provider/client problems while establishing and maintaining effective working relationships with public and private agencies providing services to clients as well as to leadership and community groups;
4. Supervise the clinical development and implementation of care management including leading the weekly care conference meetings and the peer and chart review processes;
5. Research and recommend or implement policy changes where necessary to keep program policies current and relevant;
6. Maintain a small caseload at all times; provide backup for care management staff caseload when absences are not otherwise covered;
7. Review and approve authorizations for client service and verify against monthly vendor service billings;
8. Ensure program compliance and reporting requirements as set forth in the MSSP site manual including state audits are completed in a timely manner and supervise, review and sign off on all care plans;
9. Participate in and/or direct functions related to fundraising and outreach;

10. All other duties assigned by supervisor.

Management and Leadership Responsibilities:

1. Work a regular Monday – Friday, 8:00-5:00 schedule and if needed, work additional hours to complete the essential functions of the job;
2. Works closely with the Site Director and Human Resources to resolve employee issues while anticipating issues and problem solving with staff and/or the leadership team as well as completing employee performance reviews during the introductory period, annually and as performance coaching necessitates.
3. Communicate with members of the leadership team in an advanced and timely manner as it pertains to changes in work schedule, PTO, off site meetings, program staff coverage etc as needed as well as to appropriate members of the team to problem solve
4. Maintain confidentiality at all times;
5. Open and close the building identifying staff to complete these tasks should you be unable to perform these duties due to offsite meetings, conferences or PTO.

Minimum Qualifications:

1. A Master's degree in social work, nursing, psychology, counseling, gerontology, sociology, or rehabilitation; AND
2. Two years' experience working directly with the elderly;
3. Demonstrated expertise and ability as a care manager;
4. Advanced literacy in Word and Excel required;
5. Ability to communicate in English in both written and verbal forms;
6. Reliable personal transportation, valid California Driver's license, clean DMV record and automobile insurance;
7. Current clear TB and first aid/CPR certification required;
8. Must pass Department of Justice fingerprint clearance.

Typical Working Conditions:

1. This job entails working in a typical office setting, driving, working in different environments such as but not limited to Multipurpose Senior Service Program and Home Office sites.
2. On occasion, Choice in Aging may require some weekend or evening training and participation in agency fundraising and outreach events.

Typical Physical Demands:

1. Requires prolonged sitting, some bending, stooping and stretching.
2. Requires ability to drive an automobile on a daily basis.
3. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, other office equipment and a motor vehicle.
4. Requires normal range of hearing, eyesight, speech.
5. Requires excellent command of the English language to record, prepare, and communicate appropriate reports and to communicate with employees, outside agencies, and other necessary bodies face to face, by telephone, and by written communication.