



JOB DESCRIPTION

Director of Care Management, Quality Assurance and Quality Improvement

REPORTS TO: Director of Clinical Services and Chief Nursing Officer

EDUCATION & EXPERIENCE

- Required
 - Bachelor's degree in a related field
 - Certifications: RN
 - Two years of case/care management experience
- Preferred
 - Outpatient case/care management experience
 - Prior managerial experience in a healthcare setting
 - Certified Case Manager (CCM) designation
 - Certification in Healthcare Quality

SKILLS

- Departmental leadership skills
- Ability to teach and supervise care management, disease management, and patient education skills.
- Ability to teach knowledge of chronic physical and behavioral health conditions.
- Ability to teach evidence-based behavioral strategies, including motivational interviewing.
- Strong interpersonal skills with the ability to build effective relationships across medical teams and with patients.
- High proficiency in problem identification and care plan development.
- Professional interaction skills with medical providers and other healthcare professionals.
- Skillfully conduct health assessments and screenings.
- Ability to perform the duties of Social Work and Nurse Care Managers
- Strong written and oral communication skills.

PRIMARY DUTIES

- Lead and direct all care management activities, ensuring patient care coordination and adherence to clinical protocols and regulatory standards.
- Develop and implement care management programs, standing delegated orders, management protocols, policies, and departmental strategy in consultation with senior leadership.
- Supervise a multidisciplinary team of care managers responsible for patient care coordination.
- Develop and maintain a tracking system for seamless care coordination across medical services, including transitions and referrals.
- Utilize CM tracking to meet productivity targets.
- Collaborate with the Director of Population Health to address quality and clinical priorities.
- Develop and oversee quality management and improvement programs in collaboration with various clinical Chief Officers.
- Conduct data analysis and reporting
- Perform internal audits to ensure compliance with organizational and state/federal practices, policies, and regulations.
- Manage departmental budget and staffing.

- Lead regular Care Team meetings and departmental meetings.

OTHER DUTIES

- As assigned by supervisor.

PHYSICAL AND MENTAL REQUIREMENTS

- Possess a valid Texas driver's license and appropriate liability insurance
- Access to personal transportation
- Visual and auditory accuracy
- Shift length varies
- Indoor setting
- Continuous use of computer
- Long periods of sitting
- Frequent use of telephone and/or smart devices
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications
- Mental competency
- Tobacco non-user
- Physical accommodations will be implemented where necessary and feasible