

SCM | Associates

Job Description

Position: Supervisor of Case Management

Department: Case Management

Reports to: Manager of Case Management

Summary

The Supervisor of Case Management has the responsibility of helping to recruit, interview, train, coach, and manage the Case Management staff. The Supervisor of Case Management will work closely to support the Manager of Case Management in leading the Case Management team, specifically with regards to the SCM Complex Case Managers and Administrative Assistant teams.

Responsibilities and Duties

Responsibilities include the following:

- ◆ Manages case management staff, ensuring compliance with policies, performance standards, and providing guidance on counseling decisions.
- ◆ Monitor and manage the timeliness, accuracy, and quality of case management reports.
- ◆ Review and edit case reports, delivering constructive feedback to case managers.
- ◆ Maintain and update departmental policies and procedures and ensure timely staff education and training on changes.
- ◆ Evaluate program outcomes and implement continuous quality improvement initiatives.
- ◆ Assess departmental operations to optimize efficiency and effectiveness.
- ◆ Collaborate with customers to ensure adherence to their processes and guidelines.
- ◆ Ensure timely completion and submission of all customer-required reporting.
- ◆ Partner with the Business Operations Department to manage processes, monitor outcomes, and drive process improvements.
- ◆ Oversee staffing, training, and management of the Administrative Assistant team.

- ◆ Partners with Case Management Training Manager for recruiting, onboarding, and training of the Case Management staff, including Administrative Assistants.
- ◆ Support customer satisfaction efforts, including client follow-up calls, prospective client outreach, and participation in marketing and sales initiatives.
- ◆ Contribute to company meetings, initiatives and strategic planning as part of the Management Team.
- ◆ Meet with clients as needed to address any needs or concerns.
- ◆ Assist Business Operations team to meet with any potential clients.
- ◆ Perform other related duties as assigned to support organizational objectives.

Supervisory Responsibilities

- ◆ Carries out supervisory responsibilities of complex case managers and administrative assistants after the training and precepting period in accordance with the company's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing
- ◆ Complies with the policies and procedures of SCM and its Customers with any and all work; appraising performance of the case management staff.

People Contact

Requires regular contact both within the company and outside the company in order to carry out company policies and procedure. Requires abilities of persuasion and cooperation. Often deals with persons of equal or higher rank.

Decision Making

This position requires the use of independent judgment to plan and execute the workload, including creating and implementing methods and procedures and interacting with overall management team. Uses good judgment in consulting with and referring problems to Director of Operations.

Supervision Received

This position exercises considerable latitude in determining objectives and approach to assignments. Completed work is reviewed from a long-term perspective for desired results.

Minimum Position Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- ◆ Registered nurse
- ◆ BSN preferred
- ◆ CCM preferred
- ◆ Three years related experience and/or training in case management or equivalent combination of education and experience
- ◆ Three to five years' management experience in the field of case management

Language Skills:

- ◆ Ability to develop and write clear policies and procedures
- ◆ Ability to read, analyze, and interpret medical information, professional journals, technical procedures, governmental regulations, and standards of care
- ◆ Ability to effectively present information and respond to questions from customers, managers, and clients
- ◆ Ability to draft and edit case management reports to industry and customer-specific standards

Mathematical Skills:

- ◆ Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- ◆ Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

Reasoning Ability:

- ◆ Ability to exercise sound independent judgment in prioritizing multiple tasks with varying degrees of urgency
- ◆ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists and to develop additional standardization as needed
- ◆ Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and to develop additional instructions as needed

Computer Skills:

- ◆ Knowledge of or demonstrated ability to learn intermediate-level skills in database software, internet software, and Microsoft Word, Excel, and InfoPath

Certificates, Licenses, Registrations:

- ◆ RN license in California

- ◆ CCM preferred
- ◆ Valid driver's license
- ◆ Valid automobile liability insurance

Other Skills and Abilities:

- ◆ Detail orientation

Physical Demands

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

While performing the duties of this job, the employee regularly is required to sit and talk or hear. The employee frequently is required to stand and walk. The employee frequently is required to use hands to finger, handle, or feel and to reach with hands and arms. The employee occasionally is required to stoop, kneel, or crouch. The employee occasionally must lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision, peripheral vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

At Will Employment

Employment at SCM Associates, Inc. is based on mutual consent, and both the employee and SCM have the right to terminate employment at will, with or without cause, with or without advance notice.

Acknowledgement

The job description has been discussed with me, and I have received a copy of it.

I attest to my capacity to fulfill all such duties and responsibilities. This job description may be revised by the employer and I will be given a copy of any revisions, additions,