



**JOB DESCRIPTION: Health Home Manager**

Job Title:	Health Home Manager	
Department:	Operations	
Reporting to:	Program Manager	
Department Head:	Chief Operations Officer	
Level: <u>Manager</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>

**Position Summary**

In partnering with Care Management team, assess children’s medical needs and make referrals to appropriate healthcare providers and specialists with the goal to enable Capitol County Children’s Collaborative (CCCC) to provide holistic treatment support to our children and families.

**Key Responsibilities**

- Uphold the mission and values of (CCCC)
- Supervise a health and wellness team of staff
- Oversee a caseload of children who have dual behavioral health and medical health needs
- As assigned, complete initial assessment, annual assessments, as well as quarterly QPUs for youth referred to Health and Wellness Team.
- Ongoing engagement with the child and family – BHH staff are expected to see their youth and families on a prescribed basis.
- Review and interpret medical records; follow up as needed
- Collaborate with Care Managers to integrate individualized medical treatment plans with behavioral health treatment plans, and track progress toward treatment goals
- Consult with QI Team to ensure consistency in quality standards of services
- Developing working partnerships with Children’s System of Care partners, including schools, juvenile justice system, mental health providers, and DCP&P
- In order to perform the duties of this job effectively, the agency requires all CM’s to carry a valid US driver’s license and the ability to drive throughout the day to meet with youth and families as well as System of Care partners at various locations throughout the Tri-State Area.
- Strictly enforces confidentiality regulations and HIPAA at all times

**Knowledge**

- Wraparound philosophy, principles, and process
- New Jersey System of Care – processes and partners
- MIS - standard reporting, documentation, referral, and authorization processes
- Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.).
- Developmental disabilities,
- Child development,
- Child welfare system,
- Juvenile justice,
- Child and adult behavioral health,
- Special education
- Human behavior and psychology,
- Mental health, diagnosis and treatment modalities,
- Cultural/ethnic/gender/class issues,

<ul style="list-style-type: none"> <li>▪ Laws and regulations related to mental health and child welfare</li> </ul>	
<b>Skills</b>	
<ul style="list-style-type: none"> <li>▪ Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource Net, Power BI, and other collaborative tools</li> <li>▪ Communication (oral and written)</li> <li>▪ Engagement,</li> <li>▪ Planning</li> <li>▪ Organizing</li> <li>▪ Time Management</li> <li>▪ Active listening</li> <li>▪ Advocacy</li> <li>▪ Problem solving</li> </ul>	
<b>Competencies</b>	
<b>Engagement</b>	Establish common agenda with stakeholders based on shared concerns; motivate and mobilize others to build momentum to get things done.
<b>Team Facilitation</b>	Invest in time and energy to form common goal and plans of action with partners inside and outside of organization; drive results through influence.
<b>Communication</b>	Clearly convey information and ideas to others through a variety of media and formats; tailor the methods and language to the audience; personalize the exchange of information to develop buy-in and commitment in others.
<b>Youth and family Focus</b>	Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships.
<b>Impact and Influence</b>	Use appropriate interpersonal style and communication techniques to inspire others to accept new ideas and plans; shaping other people's opinions or point of view; modify others' behavior by altering their beliefs.
<b>Conflict Management</b>	Manage diverse and opposing ideas to create healthy tension among different parties; leverage difference of opinions to encourage diversity and creativity; promote productive dialogue to increase mutual understanding among parties and achieve win-win for all; resolve confrontation and disagreements in a constructive manner
<b>Professional Skills/Expertise</b>	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization.
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>▪ Respectful, Creative, Compassionate and willing to learn</li> <li>▪ Supportive, Enthusiastic, Optimistic, Non-judgmental, Persevering, Empathetic, Appreciative, Patient,</li> <li>▪ Forthright and direct, takes ownership of and accountability for outcomes</li> <li>▪ Desiring and constantly striving for excellence.</li> <li>▪ Creativity</li> <li>▪ Self-Awareness</li> <li>▪ Analytical</li> </ul>	
<b>Qualifications: Education and Experience</b>	
<ul style="list-style-type: none"> <li>▪ BSN, RN</li> <li>▪ 1 year experience working in the community</li> <li>▪ 2 years' experience working with youth and families with behavioral and mental health challenges</li> <li>▪ 2 years' management experience</li> <li>▪ Clinically and culturally competent/responsive with training and experience necessary to manage complex situations of children and families in the community across child serving systems.</li> </ul>	
<b>Other Qualifications (certification, licensure, etc.)</b>	
<ul style="list-style-type: none"> <li>▪ CPR/BLS certified required</li> <li>▪ Case management experience</li> <li>▪ A valid US driver's license is required.</li> <li>▪ Pre-employment background check and regular motor vehicle record check are required.</li> <li>▪ Bi-lingual skills a plus</li> </ul>	

**Work Environment**

- Daily work hours may vary depending on the needs of the families served. In addition must be able to work a flexible schedule to accommodate families' needs when it comes to scheduling visits.
- While performing the duties of this job, the employee is regularly required to perform some or all of the major life activities including sit, stand, walk, talk, type, hear, and make phone calls.
- Occasional light lifting may be required

Approved By:	Deborah Megaro	Last Update:	3/1/19
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\*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

**ACKNOWLEDGMENT:**

I have read and acknowledge receipt of this job description and agree to have the ability to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

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Employee (Print)

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Supervisor (Print)

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Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date