

Apicha Community Health Center

Our mission is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life.

Apicha CHC advocates for and provides a welcoming environment for underserved and vulnerable people, especially Asians & Pacific Islanders, the LGBT community and individuals living with and affected by HIV/AIDS.

JOB DESCRIPTION

Position: Home Health Program Manager (Member Services)

Reports to: Director of Support Services

Duties and Responsibilities

- Ensure overall compliance of the Health Home care management services standard set by each lead Health Home (e.g., BHH, CCMP, HHC, QCCP, MSHH) which includes but not limited to service deliverable level, quality, maintenance client-related record, and reports.
- Recruit and hire program staff assigned.
- Appraise the Health Home care management staff quality, productivity and efficiency.
- Provide clinical and administrative supervision to staff around casework including but not limited to assessment, care coordination, home visits, crisis intervention, and referral; to accomplish common goals of preventing avoidable hospitalization, emergency room use, and encourage clients to obtain preventive medical care for optimal health outcome.
- Troubleshoot any crisis with clients, medical providers, and mental health providers.
- Develop and execute retention plan for Health Home care management clients.
- Created and maintaining up to date supervision logs.
- Working with multiple lead Health Home portals (e.g., CCM, RMA, TREAT, BTQ, eICARE) perform quality assurance (e.g., chart review), on a regular basis.
- Working as a part of the team for the continue quality improvement (CQI) tasks.
- Closely collaborate with Health Home Program Manager-Business Operation to develop and meet business projections.
- Assist Director of Support Services in development and revision of policies and procedures, staff trainings.
- Work closely with other programs and departments in the organization to ensure a high quality comprehensive continuum of services.
- Submit both external and internal report on timely fashion (e.g., CMART, admit alerts, incident report).
- Actively participate in internal and external meetings as required or assigned.
- Represent the agency at various venues to promote agency services.
- Respond any inquiry from the lead Health Home or MCO regarding clients care in a timely fashion.
- Performs other duties as assigned.

Qualifications:

- Advanced degree in related field (i.e. health, mental health, social work, education, public health or public administration) with 3 years of full-time experience supervising clinician and/or case workers required. Master level clinician with valid NYS licensure (LMSW, LMHC) preferred. Experience working with patients with chronic disease including HIV/AIDS, Mentally ill and/or Substance user required.
- UAS-NY certification required within 3 months of hire.
- Ability to work with diverse background such as immigrants, LGBT identified individual or MSM preferred.
- Effective and professional oral and written communication in English required.
- Ability to work in multidisciplinary setting required.
- Self-motivated team player with multitasking abilities, and organized self-starter.
- Adept at learning and using computer systems. Efficient in using common Microsoft office suite (Excel, Word).
- Ability to use cloud base database required by various funders.
- Ability to follow through instructions, and good attention to details.



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- Ability to work flexible hours including some evenings and weekends.
- Ability to utilize public transportation to travel anywhere in the Metropolitan area of New York.
- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA.

Apicha CHC is an equal opportunity employer. We do not discriminate on the basis of age, race, creed, religion, national origin, gender, disability, marital status, and affectional or sexual orientation.