

## KINDRED HEARTS

POST-ADOPTION SERVICES

2665 Bechelli Lane | Redding, CA 96002  
www.kindredheartsprogram.com  
530.394.3054

### **JOB TITLE: Enhanced Care Management (ECM) Program Manager**

Full-Time: \$32.00-\$47/hr DOE

Benefits include: Medical, dental & vision insurance, Prestige Urgent Care Membership, Wellness Care Plan, Retirement Package, Cell Phone Reimbursement, Mileage Reimbursement

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#### **PURPOSE OF THE POSITION:**

The ECM Program Manager oversees the daily operations, development, and supervision of the ECM team. They ensure compliance with program requirements, oversee quality assurance efforts, and lead team coordination. The Program Manager provides direct supervision of ECM Case Managers and the Program Coordinator, collaborates with the ECM Clinical Supervisor, and ensures reporting and deliverables are submitted accurately and on time.

Reports to Executive Director.

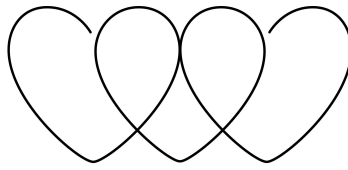
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#### **QUALIFICATIONS:**

1. MINIMUM:
    - 1.1. Education: Bachelor's Degree in Social Work, Psychology, Public Health, or related field.
    - 1.2. Experience: 2+ years in program management, social services, or case management.
  2. PREFERRED:
    - 2.1. Knowledge of CalAIM, Enhanced Care Management (ECM), and Medi-Cal service delivery models.
    - 2.2. Experience working in a nonprofit, healthcare, or social services setting.
    - 2.3. Experience managing contracts with managed care organizations (MCOs) or county agencies.
  3. OTHER REQUIREMENTS:
    - 3.1. Valid unrestricted driver's license, reliable transportation, and vehicle insurance.
    - 3.2. Must pass a Department of Justice/Fingerprint and Child Abuse Index clearance.
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#### **KEY RESPONSIBILITIES:**

1. Program Leadership & Compliance
  - 1.1. Oversee the daily operations of the Enhanced Care Management (ECM) program, ensuring services align with CalAIM ECM guidelines and Partnership HealthPlan of California (PHC) requirements.
  - 1.2. Ensure ECM staff adhere to Medi-Cal billing requirements, documentation standards, and client engagement protocols.
  - 1.3. Develop and maintain program policies and procedures to ensure a consistent, high-quality, person-centered approach to care.
  - 1.4. Monitor key performance indicators (KPIs), client outcomes, and program effectiveness, making adjustments as needed.
  - 1.5. Participate in CalAIM provider meetings, state and county collaborative workgroups, and other relevant professional development opportunities.
2. Staff Supervision:
  - 2.1. Provide direct supervision to ECM Case Managers and the Program Coordinator.
  - 2.2. Conduct regular individual and team meetings, offering support, coaching, and professional development opportunities.
  - 2.3. Oversee onboarding for new ECM staff, ensuring understanding of workflows, documentation standards, and care coordination best practices.



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- 2.4. Manage HR responsibilities for the ECM team, including approving time-off requests, monitoring timesheets, supporting adherence to agency policies and procedures, and conducting corrective action meetings or disciplinary processes as needed in consultation with the Executive Director.
- 2.5. Monitor performance and ensure ECM staff complete comprehensive client assessments, develop person-centered care plans, and maintain timely follow-ups.
- 2.6. Provide ongoing training in trauma-informed care, cultural responsiveness, and care coordination strategies.
3. Client Care & Case Management Oversight:
  - 3.1. Provide program oversight of ECM case management services, ensuring high-risk clients receive intensive, coordinated support to improve health outcomes and address social determinants of health.
  - 3.2. Carry a small caseload if needed to maintain program fidelity and model best practices.
  - 3.3. Collaborate closely with the ECM Clinical Supervisor to ensure clinical integrity, ethical service delivery, and client-centered practices across the ECM team.
  - 3.4. Coordinate regular case consultations, performance reviews, and staff training initiatives with the Clinical Supervisor to promote high-quality, trauma-informed care.
  - 3.5. Support Case Managers in navigating complex systems, engaging hard-to-reach clients, and addressing barriers to care.
  - 3.6. Monitor the quality and timeliness of individualized care plans (ICPs), case documentation, and service referrals, ensuring alignment with Medi-Cal and Partnership HealthPlan standards.
4. Community & Stakeholder Engagement:
  - 4.1. Build and maintain strong working relationships with healthcare providers, county agencies, community-based organizations, and other stakeholders.
  - 4.2. Serve as the primary liaison between Kindred Hearts and Medi-Cal managed care plans to ensure seamless communication and service coordination.
  - 4.3. Represent Kindred Hearts at ECM program-related meetings, provider forums, and CalAIM collaborative groups.
5. Data Management & Reporting:
  - 5.1. Ensure accurate data collection and timely submission of reports to managed care organizations, funders, and regulatory agencies.
  - 5.2. Oversee compliance with EHR documentation standards, Medi-Cal billing requirements, and internal data reporting needs.
  - 5.3. Utilize data analysis to monitor program performance, identify service trends, inform practice improvements, and meet quality improvement goals.

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### SKILLS & COMPETENCIES:

- Leadership and team development
- Trauma-informed care principles
- Strong organizational and communication skills
- Flexibility and problem-solving abilities
- Cultural humility and client-centered approach