

## KINDRED HEARTS

POST-ADOPTION SERVICES

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

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

Full-Time: \$20.00-\$26.00/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 Enhanced Care Management (ECM) Program Coordinator plays a vital role in streamlining the referral and coordination processes for ECM. This position collaborates closely with the ECM Manager to ensure the timely and accurate collection of necessary referral documentation from various sources. The Program Coordinator proactively partners with the team to facilitate client engagement all while coordinating the preparation and submission of Treatment Authorization Requests (TARs) to Partnership Health.

The ECM Program Coordinator provides crucial support to staff working with individuals facing complex health and safety challenges. Utilizing a harm reduction approach, the Coordinator facilitates initial outreach, meeting individuals where they are to initiate a health-focused approach to care.

Reports to ECM Program Manager.

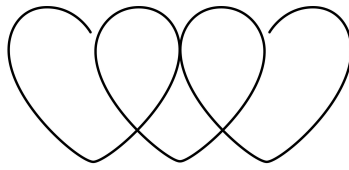
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#### **QUALIFICATIONS:**

1. MINIMUM:
    - 1.1. Associate's Degree in Human Services, Public Health, Business Administration, or related field.
    - 1.2. 1+ year experience in administrative support, health services coordination, or customer service roles
  2. PREFERRED:
    - 2.1. Bachelor's Degree in Human Services, Public Health, Business Administration, or related field.
    - 2.2. Knowledge of CalAIM, Enhanced Care Management (ECM), and Medi-Cal service delivery models.
    - 2.3. Experience working in a nonprofit, healthcare, or social services setting.
  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 Coordination
  - 1.1. Manage and process all ECM referrals, ensuring accurate documentation and timely follow-up.
  - 1.2. Conduct initial outreach to potential ECM clients, schedule intake appointments, and document all outreach efforts in the Electronic Health Record (EHR).
  - 1.3. Schedule initial intake visits for Care Plan and Release of Information (ROI) completion with ECM Case Managers.
  - 1.4. Collect and submit all required documents for timely Treatment Authorization Requests (TARs) and renewals to Partnership HealthPlan.
  - 1.5. Maintain and update client information in the Point Click Care portal, including document uploads and case manager assignments.
  - 1.6. Develop and maintain spreadsheets for tracking and reporting ECM activities (e.g., Referral Tracking Form (RTF), Initial Outreach Tracking spreadsheets).



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- 1.7. Meet regularly with the ECM Program Manager and ECM Clinical Supervisor to review program compliance and operational effectiveness.
- 1.8. Monitor program activities for inefficiencies and propose process improvements to the Program Manager and Clinical Supervisor.
- 1.9. Attend mandatory webinars, trainings, and conferences as directed.
- 1.10. Support general ECM administrative workflows, including scheduling team meetings, preparing reports, and maintaining program records.
2. Client Access & Engagement
  - 2.1. Serve as the first point of contact for clients and visitors by staffing the front desk/reception area.
  - 2.2. Greet clients warmly, check them in for appointments, and maintain a trauma-informed and welcoming environment.
  - 2.3. Support light client communication such as reminder calls, intake scheduling, and coordination assistance as needed.
3. Teamwork & Collaboration
  - 3.1. Contribute to team problem-solving and decision-making processes by offering constructive input and actively listening to diverse perspectives.
  - 3.2. Foster a positive and inclusive team environment through collaboration and respectful communication.
  - 3.3. Effectively communicate project updates, challenges, and successes to team members and community partners in a timely and clear manner.
  - 3.4. Maintain professionalism in all internal and external interactions.
4. Behavioral Standards
  - 4.1. Adhere to all organizational Policies & Procedures and demonstrate the highest ethical standards.
  - 4.2. Maintain strict client confidentiality at all times.
  - 4.3. Demonstrate adaptability, prioritize tasks effectively, and utilize time efficiently and responsibly.
  - 4.4. Contribute to a positive experience for both ECM team members and clients.
  - 4.5. Display flexibility in accepting and adapting to changing assignments.

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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