

# Tri-County Aging Consortium

## EXTERNAL JOB POSTING BULLETIN

Job Requisition Number	Posting Date	Due Date	Pay
071516	July 15, 2016	Until Filled	Grade 13, Step 1 \$25.4339/hr \$52,903/annually
<b>Job Title</b> Care Transitions Program Manager			
<b>Location</b> Main Office & Sparrow Hospital			

**General Responsibilities:** Works within the Care Transitions Program which is an intervention designed to reduce thirty day re-hospitalizations for at risk patients. Participants will be identified during the hospital stay and followed by a Care Transitions Social Worker thirty days post discharge to connect clients with community resources and medical providers through a person-centered process. The Program Manager will work to maintain collaboration with hospital staff, TCOA staff and community partners in order to sustain the program

**Essential Job Functions:** (Reasonable accommodations will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

1. Acts as a liaison to partner hospitals, community providers and TCOA.
2. Develops and maintains partnerships with organizations involved in client care. Examples include, but are not limited to, hospitals, skilled home care providers, community physicians and clinics, volunteer organizations, faith-based organizations and local businesses involved in care provision.
3. Provides outreach and education to hospital staff and community providers.
4. Work with Capital Area Collaborative for Care Transitions (CACCT) leadership to engage membership support.
5. Monitors program performance through regular quality improvement reviews with Care Transitions Social Workers performance, readmission rates and community partnerships.
6. Manages billing process and payment review with program providers.
7. Analyze data to support and promote the Care Transitions Program.
8. Provides data to hospital partners, CACCT and others on a monthly or as needed basis.
9. Provides training and program reports to Care Transitions staff including the Care Transitions Program Supervisor. Makes recommendations of employment, terminations and corrective actions.
10. Examples of job functions listed do not include all tasks which may be found in this position. Duties and responsibilities may be added, deleted or modified at any time.

### Knowledge, Skills & Abilities

- 1) Commitment to the organization's missions and goals and to represent the agency in a professional manner.
- 2) Computer skills sufficient to learn specific departmental software programs.
- 3) Ability to work independently or as part of a team and maintain confidential information regarding all aspects of client, volunteer, employee and agency information.
- 4) Ability to communicate effectively and establish good relationships with staff, hospital partners, community providers and vendors.
- 5) Cultural competency of the community served.
- 6) Person-centered, motivational and empathetic interviewing skills.
- 7) Familiarity with local resources.
- 8) Must be able to adjust priorities in order to meet deadlines in a timely manner.
- 9) Must have excellent verbal, writing and organizational skills.
- 10) Must have proven leadership skills and characteristics.

- 11) Ability to make quick, sound and effective decisions.
- 12) Working knowledge of budgets, financial resources and accounting principals.
- 13) Ability to meet department standards with regard to job knowledge, client focus, initiative, productivity, communication, teamwork and attendance.

### **Requirements**

- 1) Bachelor's Degree in Social Work or Nursing required. Master's Degree in related fields preferred.
- 2) Michigan Social Work or Nursing License preferred.
- 3) A minimum of 3 years experience in healthcare, social services or related field and hospital experience required.
- 4) Previous supervisory or program management experience required.
- 5) Must possess a current Michigan Driver's license in good standing (less than 4 points preferred).

### **Working Conditions:**

- The work environment varies. When in the office, safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required.
- Travel to other sites is required and exposure to unusual elements such as inclement weather, smoke, unpleasant odors, loud noises and extreme temperatures rises
- Physical mobility is required for sitting, walking, standing, bending and lifting/holding/carrying objects of up to 20 pounds. Ability to enter and access information using a computer. Must be able to communicate effectively with clients, co-workers volunteers and vendors in person and over the telephone.
- Sensory requirements include exposure to uniform temperatures, conversational noise levels and everyday office activities.
- Mental requirements include the ability to handle varying levels of stress.

### **HIPAA:**

All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy & Security Rule are required by the Rule to receive training so that they have an understanding and knowledge of the Privacy & Security Rule that corresponds to their job duties. Training on the requirements of the HIPAA Privacy & Security Rule and the plan's health information policies and procedures under the direction of the plan privacy & security officer(s) is a prerequisite for this position. Employees who violate the requirements of the HIPAA Privacy & Security Rule will be subject to discipline up to and including termination.

**Reports to:** Project Choices Director

**Work Location(s):** Tri-County Office on Aging and Sparrow Hospital.

**Base Work Schedule:** 8 am – 5 pm, Monday – Friday (full-time) with a 1 hour lunch. This position may require occasional weekend and evening hours.

*Applicants must submit a resume, cover letter and Tri-County Office on Aging application by email to [hr1@tcoa.org](mailto:hr1@tcoa.org). You may also apply in person at Tri-County Office on Aging, 5303 S. Cedar, Suite 1, Lansing, MI 48911. Applications for TCOA positions may be found at [www.tcoa.org](http://www.tcoa.org)*

*TCOA is an Equal Opportunity Employer*