



CASE MANAGEMENT SUPERVISOR (BHP I OR II) JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, nearly 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Case Management (CM) Supervisor is a vital member of SCCH's integrated delivery model that takes a whole-person, team-based approach to serving patients. Together with the Case Management Director the CM Supervisor helps to shape and guide the Case Management program at SCCH overall. The CM Supervisor will work as a Behavioral Health Provider (BHP) I or II for at least 24 hours a week, with additional administrative time set aside for their supervisory role. The CM Supervisor will oversee a team of case managers and provide support to them and their patient panel. The CM Supervisor will support the CM Director in program development and implementation.

Reports to: Case Management Director

Classification: Full-time, salary, exempt

Pay Rate: \$85,176 - \$110,000 per year, based on experience and licensure

Location: Hybrid In-Clinic and Remote

Hours: 32-40 hours per week, Schedule Varies

Language Requirement: None; Bilingual English/Spanish Preferred

BENEFITS:

Paid time off and paid holidays accrue from date of hire. Paid Board License(s) and CME (fees and days off). Employer subsidized group health, dental, vision and life insurance plans the first of the month after



30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match. Providers are eligible for pay step increases, based on years of service with SCCH.

CORE JOB RESPONSIBILITIES:

Primary Tasks and Responsibilities:

Case Management Supervisor Major Duties and Responsibilities

- Supervises case managers and care coordinator(s) as assigned.
- Manages, responds to and oversees incoming case management referrals and queries
- Responsible for onboarding and training of new case managers as well as orienting all relevant new hires to case management services and workflows
- Responsible for case management meeting agendas and minutes
- Provides input and oversight in creating and updating policies and procedures in collaboration with CM Director
- Upholds documentation standards through note review, feedback and coaching of case managers
- Supports case managers through clinical consultation and support in evidence-based practices such as Motivational Interviewing and Harm Reduction
- Provides support and clinical consult for risk or ethical dilemmas and refers to Behavioral Health team as indicated
- Collaborates with community systems to facilitate linkage, managed-referral, crisis management, advocacy, and follow-up with the focus on attaining treatment goals
- Represents SCCH at community meetings and acts as a liaison with community partners, particularly related to ECM (Enhanced Case Management), Housing for Health and HMIS (Homeless Management Information System)
- Maintains patient and program documentation according to HIPAA and SCCH standards and regulations
- Participates in continuing education activities, remaining knowledgeable in area(s) of expertise
- Attends meetings and presents case studies to improve systems as informed by patient needs and barriers. Collaboration may include interdisciplinary team meetings, data-sharing and technology partners.
- Collaborates with CM Supervisor and CM Director to improve and strengthen case management workflows, quality assurance and outcome measures.
- Communicates with staff at CCAH regarding program needs and requirements of the Enhanced Case Management program including but not limited to: billing, documentation, chart audits, and information and data exchange utilizing a variety of methods.
- Writes reports, contributes to evaluation efforts, and performs other duties as assigned
- May be involved in grant reporting, program development, pilot studies or other projects as assigned



QUALIFICATIONS:

Minimum Qualifications/Requirements

- Master of Social Work Degree, Registered as an Associate with the Board of Behavioral Sciences
- Strong interpersonal communication skills
- Strong foundation of clinical case management interventions such as de-escalation approaches and motivational interviewing techniques
- Strong Computer Literacy in Microsoft Office Suite

Strongly Preferred

- Knowledge and skills in community based behavioral health care and case management
- Licensed provider either LCSW or LMFT
- Bi-lingual Spanish
- Experience with Electronic Health Records

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).