



City Health Works

We all have goals.
We're here to help you reach them.

Job Title: Clinical Care Manager

Current RN or RD license required.
CDE-Eligible. Candidate must sit for and pass CDE exam within 3 months of hire.
Bi-lingual preferred (English / Spanish). Harlem Residence preferred.

Department:	Care Coordination Team	Reports to:	Director of Health Coaching
Position Type:	Full-time	FLSA Status:	Exempt (salaried)
Location:	Harlem, NY	Experience:	2-4 years clinical experience with patients with diabetes, asthma and/or heart disease required; 2-3 years Case Management or Care Coordination experience preferred
Compensation:	<p><i>Salary:</i> Competitive and commensurate with experience.</p> <p><i>Benefits:</i> Competitive Benefits Package</p> <p><i>Details available upon request.</i></p>	Working Conditions:	<p>15% Office 70% Clinic Partners 15% Community</p> <p>Minimal heavy lifting or exposure to blood-borne pathogens</p>
Supervisory Responsibility:	Supervise a team of 7-8 locally-hired Health Coaches	Start Date:	February / March 2015

ABOUT CITY HEALTH WORKS

City Health Works was launched in 2012 to serve as an innovative, scalable, financially sustainable model for delivering localized, population health services. It aims to transform patient care and advance population health by hiring, staffing and training community health workers from the neighborhood to bridge the gap between “health” and “healthcare.”

City Health Works operates in Harlem, NY and is gaining increasing recognition nationally for its impact and potential. Currently, our active clinic partnerships include Mount Sinai Health System’s IMA Clinic, Settlement Health and the Institute for Family Health. Our lead funding partners are the Robert Wood Johnson Foundation, Robin Hood and the Draper Richard Kaplan foundation. City Health Works is developing care management contracts with health plans to ensure long-term financial sustainability and integration into health systems.

Read more about our organization and recent press here: <http://cityhealthworks.com>

JOB DESCRIPTION

The Clinical Care Manager will train, manage and supervise a team of community health workers (Health Coaches) who provide self-management education and coaching to individuals and families living with chronic diseases such as diabetes, hypertension and asthma in the Harlem community. As Clinical Care Manager, candidates would essentially serve as a “Coach of the Health Coaches.” Thus, candidates must have strong interpersonal skills and experience managing, motivating and supporting teams and colleagues in a care team.

The Clinical Care Manager will serve as the liaison between the Health Coaches at City Health Works and the primary care team at external clinics. She/he will work closely with healthcare professionals to coordinate care needs across the continuum. City Health Works seeks individuals who are well organized, flexible, goal oriented, committed to healthy living and who enjoy motivating others to achieve their goals.

Clinical Supervision of Health Coaches + Panel Management Oversight

- Provide guidance, support and supervision to a team of locally hired Health Coaches. Foster a strong and supportive team environment.
- Conduct routine one on one case reviews with Coaches and document sessions
- Review Coach documentation of Client visits and regularly review dashboard and key performance indicators regarding progress of individual clients served by the Health Coaches
- Provide real-time supervision to address urgent / semi-urgent needs raised by Coaches for clients
- Provide continual refresher training to Coaches, as needed, to ensure competency in core and emergent health topics / skills.
- Provide input to Director of Operations regarding Health Coach productivity levels.

Care Coordination with Clinicians

- Engage in collaborative care meetings with Primary Care team at partnering clinics to review progress towards recruitment goals, discuss recruitment strategies, and conduct reviews of complex patients.
- Manage referral process for new clients and matching of clients to coaches.
- Risk reduction: Escalate urgent medical needs to primary care team
- Send summary updates on client progress to primary care providers at partnering clinics

Work authorization for employment in the U.S. is required

APPLICATION PROCESS

Send a Resume and Cover Letter to:

Jamillah Hoy-Rosas, MPH, RD, CDN, CDE

Director of Health Coaching + Clinical Partnerships

jhoyrosas@cityhealthworks.com