

Good News Rescue Mission

Job Description

Position Title: CCC Program Manager
Ministry Department: Coordinated Community Care
Reports To: Director of Programs
FSLA Status: Hourly, Non-Exempt
Status: Full Time

Description: The CCC Program Manager oversees the Coordinated Community Care (CCC)-Community Supports (CS) project in the assigned Counties. Supports the team, as well as oversee the day-to-day administration of programming activities and provides direct supervision to faculty working on this project. CCC is a comprehensive, patient-centered approach to healthcare that aims to improve outcomes for high-need populations. This involves the coordination of medical, behavioral, and social services to address the full range of patient needs, focusing on those with complex and chronic conditions. CCC programs are designed to optimize care delivery, reduce unnecessary hospitalizations, and improve the overall quality of life for students served. The Program Manager is responsible for Team Management, Staff Development, Stakeholder Engagement, Community Partnerships, Financial Management and Program Compliance.

Responsibilities:

- Travel to out of area Counties with occasional overnight stays:
 - Responsible for the following counties: Humboldt, Lassen, Modoc, Shasta, Siskiyou, Trinity, Tehama, Butte, Glenn and Plumas
- Oversee the development, implementation, and continuous improvement of the CCC-CS program in assigned counties ensuring the needs of members are being met.
- Manage, and supervise the work of assigned staff/team.
- Comply with contract requirements, as well as state and federal regulations.
- Recruit, hire, and train a multi-disciplinary team (Advocates, Housing Navigator and Quality Assurance Specialist)
- Work closely with the Advocates and other team students to identify necessary clinical and non-clinical resources that may be needed to appropriately assess enrolled CCC students' health status and gaps in care.
- Foster a collaborative culture that encourages teamwork, continuous learning, and excellent student care.
- Establish and maintain relationships with healthcare providers, community organizations, and other stakeholders to enhance service delivery and address the comprehensive needs of students.
- Provide oversight to billing/claiming processes, ensuring alignment with contractual requirements and Medi-cal CCC standards.
- Utilize data to inform program decisions, track performance against goals, and identify areas for improvement.
- Oversee and coordinate the allocation of designated resources, administer the record keeping and reporting functions, and ensure compliance with stated mission, goals, regulations, and guidelines.
- Evaluate program operations and activities in terms of over-all effectiveness and compliance; implement improvements and modifications as necessary; and adjust overall goals and objectives in response to program directiveness and/or student needs.
- Ensures compliance with GNRM policies and procedures, and applicable contract obligations.

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- Attend and participate in GNRM community building functions.
- Attend workshops, meetings, and training as requested by Director of Programs.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities Required:

- Excellent interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in the community and within the organization.
- Knowledge of contract parameters, objectives, milestones, and other deliverables.
- Knowledge of contracting process and associated local, state, federal and other regulations.
- Ability to integrate budgetary and service utilization data, forecast expenditures, and respond to ensure both effective provider utilization and budget compliance.
- Ability to multi-task, identify problems, provide recommendations to management teams, and implement any applicable systems.
- Ability to work constructively with diverse people and with parties that may have divergent perspectives and interests.
- Ability to clearly express concepts and direction, both orally and in writing, and to prepare complex reports, policies, and procedures.
- Understand and appropriately apply Amity policies and procedures and adhere to agency-wide practices and regulations.
- Strong oral and written communication skills.
- Proficient with software such as Microsoft Office Suite (Word, Excel, Email, Internet, etc.)

PRE-EMPLOYMENT SCREENING

- Drug test
- Clean DMV
- Must be insurable through GNRM's auto insurance provider