



**Position Title:** Care Team Manager

**Department:** Medical

**Supervisor:** Director of Medical Services

**Job Supervisory Responsibilities:** Community Health Workers and Navigator

**General Summary:** The Care Team Manager is an operational leader responsible for overseeing Community Health Workers (CHWs) and the Medicaid team. This role requires a deep understanding of community health, Medicaid process and eligibility, and effective care coordination strategies.

**Essential Job Responsibilities:**

- Develop and implement care management programs focused on addressing the unique needs of underserved populations.
- Design patient-centered care models that leverage CHWs' expertise in community outreach, education, and advocacy.
- Establish and monitor program goals, metrics, and outcomes to ensure quality improvement and alignment with organizational objectives.
- Lead and supervise a team of CHWs, Navigators and other team members involved in community- based management initiatives.
- Provide guidance, training, and support to CHWs and team members to ensure effective care coordination, patient engagement, and outcomes measurement.
- Build and maintain partnerships with community organizations, local agencies, and stakeholders to enhance access to care, social services, and resources for Medicaid populations.
- Collaborate with community leaders, advocacy groups, and public health agencies to address social determinants of health, reduce disparities, and promote health equity.
- Engage in community outreach, education, and health promotion activities to empower individuals and families to navigate the healthcare system and improve health outcomes.
- Oversee the Medicaid team's activities, including eligibility determination, enrollment assistance, benefits coordination, and care coordination for Medicaid beneficiaries.
- Ensure adherence to Medicaid regulations, managed care organization (MCO) contracts, and federal/state guidelines governing Medicaid services.
- Collaborate with internal audit teams, quality assurance departments, and external auditors to address compliance issues and implement corrective actions as needed.
- Responsible for ensuring licensure, certifications, and training, requirements are current for the Care Team.
- Ensures hiring, supervision an evaluations of direct Care Team
- Other duties as assigned.

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Employee

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Date