



**Contract Number**

**SAP Number**

DEPARTMENT: ☐ **Arrowhead Regional Medical Center**  
☐ **Department of Behavioral Health**  
☐ **Department of Public Health**

**Department Contract Representative**  
**Telephone Number**

\_\_\_\_\_  
\_\_\_\_\_

**Contractor**  
**Contractor Representative**  
**Telephone Number**  
**Contract Term**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
January 1, 2022 through June 30,  
2024

**Original Contract Amount**  
**Amendment Amount**  
**Total Contract Amount**  
**Cost Center**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THIS CONTRACT is entered into in the State of California by and between San Bernardino County, hereinafter called the County, and (\_\_\_\_\_) referenced above, hereinafter called Contractor.

**IT IS HEREBY AGREED AS FOLLOWS:**

**WHEREAS**, the County, through the Arrowhead Regional Medical Center, the Department of Behavioral Health, and the Department of Public Health, hereinafter referred to as the "Department", are required to provide person centered care and services, also known as CalAIM – Enhanced Care Management, to our diverse communities; and

**WHEREAS**, Contractor agrees to provide enhanced care management services in accordance with the requirements of the CalAIM Enhanced Care Management (ECM) program; and

**WHEREAS**, the County desires to obtain the services of Contractor on the conditions set forth in this Contract,

**NOW, THEREFORE**, in consideration of mutual covenants and conditions, the parties agree as follows:

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Attachment 1 - ECM Salary Range

Attachment 2 - Position Descriptions

## I. DUTIES AND RESPONSIBILITIES OF CONTRACTOR

- A. Contractor shall be employed as a \_\_\_\_\_ (see Job Classification Table) assigned to \_\_\_\_\_ (Department). Attachment 2 lists the Position Descriptions and provides the specific duties and responsibilities assigned to Contractor.

<b>Job Classification Table</b>
ECM Care Assistant
ECM Office Assistant
ECM Secretary
ECM Community Health Worker
ECM Alcohol and Drug Counselor
Automated Systems Technician
ECM Social Worker
Automated Systems Analyst I
ECM Program Specialist
ECM Epidemiologist
Business Systems Analyst I
ECM Clinical Therapist
Automated Systems Analyst II
Business Systems Analyst II
ECM MH Program Manager
ECM RN Care Manager
Nursing Program Coordinator
ECM Informatics Analyst
ECM Healthcare Program Administrator

- B. Contractor shall perform Enhanced Care Management program services at those places and times as scheduled by the Department CalAim ECM Healthcare Program Coordinator or designee and other specific duties outlined in the appropriate position description.

## II. CONFLICT OF INTEREST

As a condition of employment, Contractor does hereby agree to follow and uphold the Conflict-of-Interest policy of the County's Personnel Rules as follows:

No official or employee shall engage in any business or transaction or shall have a financial or other personal interest or association which conflicts with the proper discharge of official duties or would tend to impair independence of judgment or action in the performance of official duties. Personal as distinguished from financial interest includes an interest arising from blood or marriage relationships or close business, personal, or political association. This section shall not serve to prohibit independent acts or other forms of enterprise during those hours not covered by active County employment providing such acts do not constitute a conflict of interest as defined herein. An employee is also subject to applicable provisions of the California Government Code, including but not limited to Sections 1090, 1126, 87100, and/or any other conflict of interest Code, policy, or rule applicable to County employment.

### III. CODE OF CONDUCT

As a condition of employment, Contractor does hereby agree to follow and uphold the Code of Conduct provided by the designated Department.

### IV. CONTRACT TERM

This Contract shall be effective January 1, 2022, through June 30, 2024, subject to the termination provisions of this Paragraph. The Director of the Department or his/her designee is authorized to issue a written notice to Contractor to extend the term of this Contract for a maximum of three successive one-year periods should the provider agreement with the designated Health Maintenance Organization (HMO) for Enhanced Care Management (ECM) extend beyond the established term.

Notwithstanding the foregoing, either party may terminate this Contract at any time without cause with a fourteen (14) day prior written notice to the other party. This Contract may be terminated for just cause immediately by the Director of the Department. Contractor shall serve at the pleasure of the Director, or his/her designee, who shall have the full authority and discretion to exercise County rights under this Paragraph.

### V. COMPENSATION OF CONTRACTOR

Upon the effective date of this Contract, Contractor shall be considered a contract employee in the County's unclassified service. Contractor shall receive only the benefits and compensation specifically set forth in this Contract. This Contract provides for the full compensation to Contractor for services required hereunder. This Contract supersedes any prior department employment contract of Contractor.

#### A. SALARY RATE

Contractor shall be compensated for services at a rate of \$\_\_\_\_\_ . \_\_\_\_\_ per hour and shall be assigned to step \_\_\_\_\_ within the designated ECM salary range (Attachment 1) established for the job classification, commensurate with duties.

Contractor shall not exceed 80 hours per pay period unless expressly authorized, pursuant to the Overtime provision of this Contract (Section D). Contractor does not gain probationary or regular status during the term of this Contract.

The Department Director or designee shall have discretion in authorizing one (1) step advancement, based on the availability of program funding, every 1040 service hours during the term of the contract up to the top step of the range based on meets standards work performance evaluation.

Job Classifications	ECM Salary Range	Max Hourly
ECM Care Assistant	ECM1	\$21.25
ECM Office Assistant	ECM2	\$22.19
Secretary	ECM3	\$24.15
ECM Community Health Worker	ECM3	\$24.15
ECM Alcohol and Drug Counselor	ECM4	\$29.41
Automated Systems Technician	ECM5	\$30.08
ECM Social Worker	ECM6	\$32.37
Automated Systems Analyst I	ECM7	\$37.52
ECM Program Specialist	ECM8	\$40.36

ECM Epidemiologist	ECM9	\$40.95
Business Systems Analyst I	ECM10	\$41.33
ECM Clinical Therapist	ECM11	\$42.47
Automated Systems Analyst II	ECM12	\$44.55
Business Systems Analyst II	ECM13	\$47.91
ECM MH Program Manager	ECM14	\$52.49
ECM RN Care Manager	ECM15	\$52.90
Nursing Program Coordinator	ECM15	\$52.90
ECM Informatics Analyst	ECM16	\$56.68
ECM Healthcare Program Administrator	ECM17	\$57.71

**B. RATE ADJUSTMENTS**

Effective January 1, 2023, the County shall provide all Contract ECM classifications a two and one-half percent (2.50%) across the board salary increase.

Additional salary adjustments to the ranges shall be effective only upon the execution of a written amendment to this Contract.

**C. DIFFERENTIALS/INCENTIVES**

**a. BILINGUAL COMPENSATION**

Contractor in positions designated by the Department to perform bilingual translation involving the use of English and a second language (including American Sign Language) as a part of their regular duties, shall be entitled to bilingual compensation. Such compensation shall apply regardless of the total time required per day for such translation. Employees in such positions must be certified as competent in translation skills by Human Resources to be eligible for compensation. There are three (3) levels of competency certification solely determined and administered by Human Resources: Level 1 - verbal skill level: the use of English and a second language in verbal contexts which may require interpretation of simple documents in the second language; Level 2 - written skill level: reading, writing and speaking English and a second language; and Level 3 - technical skill level: reading, writing and speaking English and a second language using medical or legal terminology. Compensation per pay period shall be effective as follows: verbal skill (Level 1) at fifty dollars (\$50.00) per pay period, written skill (Level 2) at fifty-five dollars (\$55.00) per pay period, and technical skill (Level 3) at sixty dollars (\$60.00) per pay period.

**b. EMERGENCY INCENTIVES**

Employee is eligible for County emergency incentives/bonuses to be granted at the discretion of the Department and Human Resources.

**D. OVERTIME**

If Contractor is authorized by the Department Director, or designee, to work overtime, Contractor shall be eligible to receive overtime compensation as determined by their FLSA status.

- a) Classifications in Table A (FLSA Covered) are eligible to receive overtime, defined as all hours actually worked, in excess of forty (40) hours a work period during a pay period. Overtime shall be reported in increments of full fifteen (15) minutes and is non-accumulative and non-payable when incurred in units of less than fifteen (15) minutes.

Contractor authorized by the Department Director or designee to work overtime shall be compensated at premium rates, i.e., one and one-half (1-1/2) times the employee's regular rate of pay. Payment for overtime compensation shall be made on the first payday following the pay period in which such overtime is worked, unless overtime compensation cannot be computed until some later date, in which case overtime compensation will be paid on the next regular payday after such computation can be made. In lieu of cash payment, upon request of the Contractor and Department Director or designee, an employee may accrue compensating time off at premium rate. Cash payment at the employee's regular rate of pay shall automatically be paid for any compensating time which exceeds eighty (80) hours, or for any hours on record immediately prior to termination of the contract.

<b>TABLE A – FLSA Covered Classifications</b>
ECM Care Assistant
ECM Office Assistant
ECM Secretary
ECM Community Health Worker
ECM Alcohol and Drug Counselor
Automated Systems Technician
ECM Social Worker
Automated Systems Analyst I
ECM Program Specialist
Business Systems Analyst I
Automated Systems Analyst II
Business Systems Analyst II

- b) Classifications in Table B (FLSA Exempt) authorized by the Department Director or designee to work overtime shall be compensated at straight time compensating time off. Cash payment at the employee's base rate of pay shall automatically be paid for any compensating time off accumulated in excess of eighty (80) hours, or immediately prior to the termination of contract. Payment for overtime compensation shall be made on the first payday following the pay period in which such overtime is payable, unless overtime compensation cannot be computed until some later date, in which case overtime compensation will be paid on the next regular payday after such computation can be made.

<b>Table B – FLSA Exempt Classifications</b>
ECM Epidemiologist
ECM Clinical Therapist
ECM MH Program Manager
ECM RN Care Manager
ECM Nursing Program Coordinator
ECM Informatics Analyst
ECM Healthcare Program Administrator

E. PAYMENT

Contractor shall be paid bi-weekly for hours actually worked according to the procedures established by County's Auditor/Controller.

F. LEAVE PROVISIONS

Contractor shall receive, or be subject to, the following Leave Provisions in the same manner and amount as employees under the Consolidated MOU/Technical & Inspection unit: Bereavement, Holiday, Sick, and Vacation. Refer to Item R in this Section for processing of leave balances upon termination of this Contract.

Contractors placed in the ECM MH Program Manager or ECM Healthcare Program Administrator classifications who have been employed in a public jurisdiction in a comparable position may receive credit for up to four (4) years (full time equivalent) previous experience in the former agency(s) in determining their vacation accrual rate. Such determination as to the comparability of previous experience and amount of credit to be granted rests solely with the Director of Human Resources. Requests for prior service credit should be made at the time of hire or as soon as possible thereafter, but in no event later than one (1) year from the employee's hire date

Contractors placed in the ECM MH Program Manager and ECM Healthcare Program Administrator classifications shall be eligible to receive and use Administrative Leave in the same manner and amount as employees in the Management Unit.

G. MEDICAL AND DENTAL COVERAGE

Contractor must enroll in a medical and dental plan offered by the County unless already enrolled in comparable employer-sponsored group coverage. If eligible, Contractor shall receive a Medical Premium Subsidy (MPS) up to \$263.38 per pay period (if scheduled for 61 to 80 hours) or \$131.69 per pay period (if scheduled for 40 to 60 hours) to offset the cost of medical insurance premiums charged to the Contractor. The applicable MPS shall be paid directly to the provider of the County-sponsored medical plan in which the eligible Contractor has enrolled. In no case shall the MPS exceed the total cost of the medical insurance premium for the coverage selected (e.g., when the MPS amounts exceed the lowest HMO cost).

If enrolled in a County-sponsored medical plan and all other Plan eligibility requirements are met, Contractor shall receive a Dental Premium Subsidy (DPS) in the amount of \$9.46 per pay period (if scheduled for 61 to 80 hours) or \$4.73 per pay period (if scheduled for 40 to 60 hours) to offset the cost of dental insurance premiums charged to the Contractor. The applicable DPS amount shall be paid directly to the provider of the County-sponsored dental plan in which the eligible employee has enrolled. In no case shall the DPS exceed the total cost of the dental insurance premium for the coverage selected (e.g., when the DPS amounts exceed the dental plan cost).

To be eligible for the MPS and DPS, Contractor must be scheduled for a minimum of forty (40) hours per pay period and have received pay for at least one-half plus one hour of scheduled hours in a pay period.

Contractor shall not receive flex dollars if Contractor chooses to "opt-out" or "waive" from the County-sponsored health plans.

H. VISION CARE INSURANCE

Subject to carrier requirements, the County shall pay the premiums for vision care insurance for Contractor (employee-only coverage) if Contractor is in a paid status and is scheduled at least forty-one (41) hours per pay period.

I. LIFE INSURANCE

The County shall pay the premium for a term life insurance policy for each employee based on scheduled work hours according to the table below. Life insurance will become effective on the first day of the pay period following the employee's first pay period in which the employee is in paid status and shall continue for each pay period in which the employee is in a paid status. For pay periods in which the employee is not in paid status, the employee shall have the option of continuing life insurance coverage at the employee's expense.

ECM Classifications	Scheduled Hours from 40 to 60	Scheduled Hours from 61 to 80
ECM Office Assistant, ECM Secretary	\$10,000	\$20,000
ECM Social Worker, Automated Systems Analyst I, ECM Program Specialist, Business Systems Analyst I, Automated Systems Analyst II, Business Systems Analyst II, ECM Healthcare Program Administrator, ECM MH Program Manager, ECM RN Care Manager, ECM Nursing Program Coordinator, ECM Informatics Analyst, Public Health Epidemiologist, ECM Clinical Therapist	\$25,000	\$50,000
ECM Care Assistant, ECM Community Health Worker, Automated Systems Technician	\$17,000	\$35,000

J. EXPENSE REIMBURSEMENT

Contractor shall be eligible for expense reimbursement in the same manner and amount as employees under the Consolidated MOU.

K. ACCIDENTAL DEATH AND DISMEMBERMENT

Contractor shall be eligible to purchase Accidental Death and Dismemberment Insurance coverage and additional supplemental term life insurance in the same manner and amount as offered by the County to employees in the Consolidated MOU.

L. RETIREMENT PLANS

If Contractor is regularly scheduled for and regularly works a minimum of forty (40) hours per pay period, Contractor shall participate in the County's general employee retirement system during the term of this Contract. Contractor shall pay the required employee contribution for the term of the Contract. Contractor's participation in the general retirement system shall be in accordance with the applicable terms of the County Employee Retirement Law of 1937, the California Public Employees' Pension Reform Act of 2013 (Gov't Code section 7522 et seq.), and the By-Laws and other requirements of the San Bernardino County Employees' Retirement Association.

If Contractor has attained the age of sixty (60) prior to employment, Contractor may waive membership, at the time of hire, in the San Bernardino County Employee's Retirement



Association. If Contractor regularly works less than forty (40) hours per pay period, waives membership, or otherwise does not meet the definition of a member of the retirement system, Contractor shall instead participate in the County's PST Deferred Compensation Retirement Plan.

M. DEFERRED COMPENSATION

Contractor shall be eligible to participate in the County's 457 (b) Deferred Compensation Plan, per the Plan document. Contractor shall not receive County match contributions with respect to participation in such Plan.

N. DEPENDENT CARE ASSISTANCE PLAN (DCAP) AND FLEXIBLE SPENDING ACCOUNT (FSA) PLAN FOR MEDICAL EXPENSE REIMBURSEMENT

Contractor shall be eligible to participate in the County's DCAP and FSA Plans in the same manner as employees in the Consolidated MOU and per the Plan documents. Contractor shall not receive any County match contributions with respect to participation in either plan.

O. LEGALLY REQUIRED BENEFITS

Contractor shall receive all benefits as required by law when eligible (e.g., FMLA, ACA, Military Leave, Time Off for Voting, and Medicare). Where the County provides a greater benefit than is required by law, Contractor shall only receive the minimum benefit in accordance with the law, unless the greater benefit is specifically provided for in another provision of this Contract.

P. SHORT-TERM DISABILITY

Contractor shall be eligible to receive the same Short-Term Disability insurance benefits as offered to employees in the Consolidated MOU.

Q. SERVICE AND EFFECTS ON BENEFITS

If Contractor was a County contract employee immediately prior to entering into this contract, without separation from County employment, execution of this contract shall not result in separation in County employment for purposes of determining eligibility for and level of benefits including, but not limited to health benefits, leave accrual rates, and retirement benefits. Thus, Contractor's rate for leave accruals is based on the start date of the period of continuous County employment that is extended by this contract. Contractor shall maintain and carry forward Holiday, Vacation, other paid leave, and Sick leave balances. Contractor's retirement contribution rate is based on the date Contractor began participation in the County's general employee retirement system.

R. BENEFITS UPON TERMINATION

Contractor Separated from County Service

Upon separation from County employment, Contractor shall be compensated for any unused Vacation and Holiday Leave at the then base rate of pay. Unused Sick Leave shall be forfeited.

#### Contractor to Regular County Employment

In the event this Contract is terminated because Contractor is appointed to a regular County position without a break in service, the Contractor shall be provided a new date of hire (i.e., Regular Hire Date). Eligibility for benefits, including, but not limited to, retirement system contributions, health benefits, and leave accrual rates shall be based upon the provisions of the applicable MOU or ordinance in effect at the time Contractor is appointed to a regular County position. Seniority, for purposes of layoff, shall be determined by the most recent Regular Hire Date or as otherwise provided in the applicable MOU.

At the sole discretion of the appointing authority of the County department or office in which appointment to the regular position is made, unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position hired into. Any leave balances not authorized to be carried over shall be distributed as outlined in "Contractor Separated from County Service" above.

#### Contractor to New Contract Position

In the event the Contractor accepts another Contract position with the County without a break in service, at the sole discretion of the appointing authority of the County department or office in which appointment to the Contract position is made, leave accrual rates and unused leave balances may be maintained and carried over. Any leave balances carried over shall be in accordance with the applicable MOU for the bargaining unit associated with the position hired into. Any leave balances not authorized to be carried over will be distributed as outlined in "Contractor Separated from County Service" above.

## **VI. GENERAL PROVISIONS RELATING TO CONTRACTOR**

### **A. TOUR OF DUTY**

Contractor's standard tour of duty (regularly scheduled work week) shall be established by the Director or designee. The Director, or designee, may modify or change the number of hours in a standard day, tour of duty or shift to meet the needs of the service. Contractor shall be required to work during such hours as necessary to carry out the duties of his position, as designated by the Director, or designee, and such hours may be varied so long as the work requirements and efficient operations of the County are assured.

### **B. CLASSIFICATION**

Contractor will not attain regular status in this position, and as an unclassified Contract employee will not be provided those rights under the San Bernardino County Personnel Rules afforded only to employees who have attained regular status. This Contract does not expand or alter any jurisdiction established by the Personnel Rules or any MOU. Contractor shall adhere to the County's and Department's standards of employee conduct, including all applicable rules, policies, and regulations. Violation of applicable standards may result in Contract termination or lesser penalties.

### **C. WORKERS COMPENSATION AND LIABILITY COVERAGE**

Contractor shall be covered by the County's Workers' Compensation insurance coverage during the hours actually worked under this Contract. Contractor shall be covered by the County's Public Liability Insurance only while performing services under this Contract. Contractor shall only receive those benefits as required by law.

**D. USE OF PRIVATE VEHICLE**

If the services to be performed under this Contract require CONTRACTOR to drive a vehicle, CONTRACTOR must possess a valid California driver's license at all times during the performance of this Contract. CONTRACTOR agrees to allow County to obtain a Department of Motor Vehicles report of CONTRACTOR'S driving record.

In order for CONTRACTOR to be able to use a private vehicle during the performance of this Contract, CONTRACTOR shall be covered by vehicle liability insurance at least equal to the minimum requirements of the California Vehicle Code. Such requirements currently are:

1. Fifteen thousand dollars (\$15,000) for single injury or death.
2. Thirty thousand dollars (\$30,000) for multiple injury or death.
3. Five thousand dollars (\$5,000) for property damage.

Failure to comply with the requirements of this Paragraph shall be deemed cause for termination of this Contract, pursuant to Section IV.

**E. EVIDENCE OF ELIGIBILITY TO WORK**

Contractor shall submit evidence of eligibility to work in the United States and verification of identity within three (3) working days of the effective date of this Contract. Contractor shall submit to and successfully complete a pre-employment background check, including a medical examination through the County's Center for Employee Health and Wellness. This provision is satisfied if Contractor is a current/contract employee who previously met the requirement of this provision.

**F. DIRECT DEPOSIT**

Contractor must make and maintain arrangements for the direct deposit of paychecks into the financial institution of their choice via electronic fund transfer. Inability or failure by Contractor to make such arrangements will result in the County paying Contractor via pay card.

**G. CONFIDENTIALITY**

Contractor agrees to keep confidential all patient data, design concepts, algorithms, programs, formats, documentation, vendor proprietary information and all other original materials produced, created by or provided for the Department. In addition, upon termination of this contract, Contractor agrees to return all confidential materials to the Director or his/her designee.

**H. MISCELLANEOUS**

Government Code section 53243.2 requires the following provision be included in this Contract: If this Contract is terminated, any cash settlement related to the termination that Contractor may receive from the County shall be fully reimbursed to the County if Contractor is convicted of a crime involving an abuse of his or her office or position, as defined in Section 53243.4.

## VII. CONCLUSION

This contract, consisting of thirteen (13) pages, is the full and complete document describing services regarding the CONTRACTOR'S rights and obligations of the parties, including all covenants, conditions and benefits.

SAN BERNARDINO COUNTY

►

Dated: \_\_\_\_\_

\_\_\_\_\_  
(Print or type name of corporation, company, contractor, etc.)

By ►

\_\_\_\_\_  
(Authorized signature - sign in blue ink)

Name \_\_\_\_\_

### FOR COUNTY USE ONLY

Approved as to Legal Form

►

Cynthia O'Neill, County Counsel

Date \_\_\_\_\_

Reviewed for Contract Compliance

►

Date \_\_\_\_\_

Reviewed/Approved by Department

►

Date \_\_\_\_\_

**ECM Salary Range**

## **Position Description ECM CARE ASSISTANT**

Duties may include, but are not limited to, the following:

- Assist in rooming and vitaling ECM patients when patients go to clinic for provider or ECM visit. Includes escalating care to ECM, RNCM or PCP if vitals are outside of normal range.
- Conducts daily scrub of enrolled patients to identify patients coming into the clinic for PCP or specialty visit to assign ECM team member for engagement with patient.
- Conduct daily scrub of inpatient census list and patient alerts in Care Director to identify patients with new hospitalization or ED visit, then initiate TOC workflow
- Ensure closed loop communication with IEHP Utilization Manager (UM) sending information on newly identified patient needs.
- Prepare and present assigned patients in SCR meetings.
- Participate in SCR meetings, serving as scribe for meeting to enter SCR notes are documented into database, keep meeting time, and ensure meeting moves along
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective,
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Provide warm hand off to other ECM team roles as appropriate to enhance patient care.
- Any other duties commensurate with the role.

## **Position Description ECM Office Assistant**

Duties may include, but are not limited to, the following:

- Collects, enters, processes, sorts, and tabulates information according to departmental process and procedure. At higher classification levels, processes involve a wide range of procedures, research, decision making, and discretion.
- Answers telephones, takes and relays messages and/or receives visitors.
- Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
- Prepares/compiles letters, memoranda, reports, case histories, invoices, statements, warrants, permits, charts, tables, claims, tax lists, deeds, court orders, mortgages and marriage license and records reports, bills, vouchers, receipts, lists, schedules, appointments, orders, notices and statistical data and other documents related to the area assigned.
- Requests and accepts records and other information from a variety of sources. Inputs and maintains data into various database programs, posts information from various reports and documents to appropriate records. Audits and verifies documents and other records for a variety of purposes to include accuracy, legality, consistency
- Operates a variety of office equipment such as computer terminals, calculators, fax, copier, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, produce and/or process, materials to include correspondence, memoranda, reports, numeric data, requisitions, tabulations and statements.
- Maintains manual and computerized alphabetical, numerical, or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
- Makes mathematical calculations; assembles, tabulates, and compares financial and other data; compiles a variety of data to include statements, claims, reports, and payroll data.
- Schedules appointments and meetings for individuals and groups; notifies attendees and prepares meeting material(s); records meeting results.
- Assists in the training of other staff members as needed.
- Stores and distributes office supplies; keeps a record of supplies needed, received, and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors, order a variety of supplies, equipment and other items; may log, check and record the receipt and delivery of various purchases.
- Prepares, composes, types or assembles information into proper form from outlined instructions or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions, types bills, vouchers, receipts, lists, schedules, orders, notices and statistical data.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM Secretary**

Duties may include, but are not limited to, the following:

- Composes brief, factual correspondence following general directions or notes.
- Types letters, reports, numerical and technical material and minutes from draft, shorthand, or recorded dictation; takes dictation as required.
- Proofs and corrects material for grammar, punctuation, spelling, accuracy, format, and conformance to administration policy.
- Screens and directs mail and calls; provides information requiring some interpretation of procedures and the supervisor's viewpoint.
- Keeps supervisor's calendar and makes appointments as directed; makes travel arrangements and prepares expense reports.
- Searches for specific material and compiles reports as instructed.
- Keeps and maintains files, logs and records, including budget, personnel and payroll records.
- Schedules meetings and conferences; prepares materials and agenda; may represent supervisor at meetings; takes, transcribes and distributes minutes.
- Relieves supervisor of administrative detail such as checking time and attendance reports and approving purchase requisitions.
- Trains or orients new employees; may assign and review the work of others.
- Any other duties commensurate with the role.



## **Position Description**

### **ECM Community Health Worker**

Duties may include, but are not limited to, the following:

- Build supportive working relationship with ECM patient to fully understand patients' needs and deficits from patient's perspective
- Engage with ECM patients both within the clinic and community agencies, as well as in the patient's home environment, wherever it may be
- Assist ECM patients in getting the most of their PCP and specialty provider visits by conducting pre and post visit contacts using "Pre visit" and "Post visit" patient facing forms
- Provide accompaniment to PCP, specialty, and social service visits as needed to provide emotional support and gain further understanding of patient's deficits when engaging with service providers
- Evaluate patient's levels of health literacy and "translate" communications with providers and nursing staff
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ongoing evaluation of patient needs and referral to appropriate resources to address social determinates of health
- Provide medication review with patients at their home or at the clinic, which includes providing patient with a pill box and individualized plan for filling the pill box, as instructed by RNCM
- Provide assistance in applying for and connecting with public and community benefits and resources, including educating patients on qualifying criteria for various benefits and resources
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM Alcohol and Drug Counselor**

Duties may include, but are not limited to, the following:

- Screen for alcohol and substance use disorder (SUD) using screening, brief intervention, and referral to treatment (SBIRT)
- Provide alcohol and substance abuse counseling to patients expressing interest in stopping alcohol/substance use
- Provide education to patients and patient's families/support systems on SUD and treatment options as appropriate
- Provide education to ECM team members, providers, and clinic staff on SUD and treatment options as appropriate
- Engage patients identified to have SUD and are not yet ready to quit using Motivational Interviewing and Harm Reduction techniques to support patients in increasing motivation to change problematic alcohol/substance use.
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective
- Conduct assessments including, but not limited to CHA, PHQ9, and BAM
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Provide warm hand off to other ECM team roles as appropriate to enhance patient care.
- Any other duties commensurate with the role.

## **Position Description**

### **Automated Systems Technician**

Duties may include, but are not limited to, the following:

- Act as liaison with the County's centralized data processing organization, vendors or consultants to coordinate the implementation, daily operations, maintenance and control of a department or group's data processing services; evaluate and document performance and modify procedures to meet user needs.
- Receive and reviews requests for technical support services and products; write work orders for approved requests; confers with DIS or vendor personnel to correct hardware and software problems.
- Coordinate or perform installation, maintenance, and repair of data processing equipment; research and troubleshoots possible problems in workflow or equipment; perform routine operating procedures such as system start up, shut down and systems backup.
- Code or assist in coding packaged or utility software applications, user menus and tables, design reports, forms, and computer screens.
- Instruct operators and users in the set up and operation of data entry or data terminal machines and peripheral equipment, plan and coordinate vendor training for the department or group.
- Establish procedures to control the auditing of source documents and computer outputs; develop written procedures and user manuals for automated systems; maintain records on job schedules, work orders and data processing bills; assure computer and data security.
- Consult with department or group staff regarding production requirements, deadlines, flow of work and scheduling priorities; gather information required for systems development.
- Coordinate the acquisition of computer products and services; install and instruct employees on the use of various unmodified packaged software for word processing and other business applications.
- Review output documents and test data to ensure accuracy; meet with local or central data processing personnel to identify and correct problems.
- Explain the benefits to be derived from and the possible applications of data processing systems; explain file layouts to users.
- May supervise a small support staff.
- Prepare and maintain necessary reports, records, and correspondence.
- Provide vacation and temporary relief as required.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM Social Worker**

Duties may include, but are not limited to, the following:

- Provide support to assigned ECM teams,
- Engage in outreach activities to enroll patients into ECM supportive programs, using various strategies detailed in outreach workflows
- Maintain contact with ECM team CAs to remain informed on current team active patient caseloads
- Assist in initiating initial CHA, PHQ9, BAM, and other assessments as appropriate,
- Maintain contact with ECM team CA to determine teams need for assistance in contacting disengaged patients to meet program metrics and ensure patient support.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM Automated Systems Analyst I**

Duties may include, but are not limited to, the following:

- Conducts systems analyses for the purpose of automating a manual system or function, designing a new and/or improved system of a less difficult nature or providing management with quantitative data for decision-making purposes.
- Designs, and/or assists in the design and implementation of networks and systems on a department's independently operating or distributed mini or microcomputers, including those within a Local Area Network (LAN) or Wide Area Network (WAN) environment; identifies data processing requirements of the organization and interprets these needs in specific detail to the Department of Information Services (DIS); oversees the implementation and maintenance of local data processing systems within the organization.
- Evaluates and recommends local hardware/software purchases and requirements.
- Develops specifications and codes application programs on departmental computers; installs, formats, and modifies packaged software and utility programs for departmental mini or microcomputer applications.
- Evaluates department requests for centralized (DIS) data processing services including modifications and enhancement to host-based systems; assesses the impact on existing systems and departmental operations; makes recommendations to supervisor; provides explanation of services requested to DIS; may assist in conducting cost/benefit analysis for requests involving the development of large systems.
- Provides departmental coordination during the development, modification, and implementation of a complex computer system, which may include one or more local area networks; gathers data elements and related information required for the design and format of input/output media; interacts with an DIS Systems Development Team or vendor; coordinates system maintenance when fully developed.
- Diagnoses problems on the organization's computers and automated office systems; provides training to department staff regarding use of the department's computer hardware and software; trains staff to install, maintain and repair data processing equipment; may supervise a clerical staff.
- Assists DIS in documenting technical data descriptions for systems development; may oversee or write user manuals.
- Establishes departmental procedures for controlling source data and computer output; develops and implements controls for maintaining daily surveillance of local data processing operations.
- Provides vacation and temporary relief as required.
- Any other duties commensurate with the role.

## **Position Description ECM Program Specialist**

Duties may include, but are not limited to, the following:

- Serves as primary staff assistant to the department Director or Deputy Director and as liaison between the department and Human Resources.
- Serves as the team leader for a small staff of Program Specialists.
- Analyzes and interprets federal and state laws, regulations, court orders and directives from the State for impact on current operations. Reviews local operation, policies, and procedures to ensure compliance.
- Performs analytical studies of organizational systems, procedures, policies, and practices; proposes new or modifies administrative policies, organization and procedures; as approved, coordinates the implementation of adopted recommendations.
- Develops knowledge assets/tools to facilitate adopted recommendations for agency/department, policy and procedure handbooks, automated tools, forms and user guides.
- Writes or coordinates with others in preparing requests for proposals and contracts for performance of services with the primary responsibility to assure compliance with program regulations; assists in evaluating bids, recommends to management which contractors to select; monitors program aspects of contracts as assigned.
- Analyzes existing operations, procedures and systems within program area. Makes recommendations for organizational or procedural changes, which will result in effective business processes within the framework of legal requirements.
- Performs preliminary and detailed planning for implementation of new or revised programs and procedures. Conducts formal or informal training of program implementation.
- Coordinates and participates in development of an automated system used for designing, monitoring and implementing agency/department business processes and services.
- Undertakes other special projects and compiles statistical reports as assigned.
- Acts in a liaison capacity between the department and County Counsel.
- Participates in quality assurance meeting and conducts special studies to address deficiencies.
- Coordinates with other county agencies, departments or units and other jurisdictions as needed to solve mutual problems, complete assignments and/or exchange information.
- Conducts community-based needs assessments and recommends improvements in the delivery systems for assigned program(s).
- Represents the agency/department at local, regional, and statewide meetings and conferences.
- Provides vacation and temporary relief as required.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM Epidemiologist**

Duties may include, but are not limited to, the following:

- Through Public Health, investigates epidemics or outbreaks of diseases, either by field participation or by analysis of pertinent data collected by department personnel, to determine the cause and probable source of disease.
- Reviews and monitors epidemiological case histories, health statistics, demographic data and laboratory reports to identify epidemiologic trends, locations and sources.
- Designs and conducts epidemiologic surveys; assesses risks of possible epidemics or communicable disease hazards; recommends control procedures based on such assessments.
- Coordinates work of nurses, investigators, and health educators in investigating, reporting and analyzing outbreaks.
- Serves as resource and technical consultant on active or potential disease patterns, causation, and potential remedial actions to physicians, nurses, public health officials, and the public.
- Prepares grants and technical reports.
- Provides vacation and temporary relief as required.
- Any other duties commensurate with the role.

## **Position Description**

### **Business Systems Analyst I**

Duties may include, but are not limited to, the following:

- Identifies, gathers, analyzes, and documents business requirements for business application and information technology projects; translates work processes into business and functional requirements; writes business and functional specifications; develops departmental forms and templates; identifies and provides business rules, quality standards, policies and procedures.
- Reviews and approves prototypes and design specifications; develops and coordinates acceptance criteria; assists with the development of test and implementation plans.
- Identifies security and application access needs for department and agency customers; assists with the development and administration of departmental and agency security definitions and profiles; assists with the maintenance of security authorizations; identifies and develops recommendations for other system controls.
- Develops or assists with the development of cost estimates, cost/benefit analysis, and project justifications; develops or assists with the development of funding requests and approvals.
- Tests information technology applications and systems; writes departmental and agency system documentation; develops and writes training documentation and trains departmental and agency customers.
- Identifies business application and information technology solutions and opportunities for resolving business problems; performs workflow analysis.
- Serves as project leader in the development of project priorities, plans and schedules; may assign project tasks to team members; monitors project progress and provides status reports; develops and recommends project change orders; supports departmental quality standards.
- Determines cause of application and system problems; develops, recommends, and implements solutions.
- Coordinates with departmental customers and other County department staff with project activities and tasks; coordinates with vendors and other external agencies regarding system interfaces and other business application and information technology issues.
- Meets with department and agency customers for preliminary study of information technology work orders to advise and assist customers in detailing their business analysis needs; plans and conducts meetings.
- Reviews, evaluates and recommends software and other information technology solutions; assists with the preparation of Request for Proposals; evaluates proposals, prepares and presents recommendations.
- Assists with the training of other departmental business systems analyst staff; supports professional and technical capabilities of team members; assists with guiding business systems analyst staff in analyzing, testing, and implementing information technology projects.
- Reviews or assists with the review of team member performance and team project progress to ensure compliance with customer requests, cost effectiveness, and team capability to produce and support information technology applications and systems within allocated resources; recommends alternative actions to meet schedules; provides status reports.
- Resolves problems in the analysis, testing, documentation, and implementation of a system.
- Any other duties commensurate with the role.



## Position Description ECM Clinical Therapist

Duties may include, but are not limited to, the following:

- Provide brief, solution focused psychotherapy
- Assists in identifying appropriate level of care for behavioral health and substance use conditions
- Acts as point of contact, primarily for patients with behavioral health or co-occurring substance use disorder (SUD) from the 250 patient ECM team active patients.
- Provide patients with psychoeducation regarding their condition and appropriate level of care
- Provide providers and clinic staff with psychoeducation regarding patient Behavioral Health (BH)/SUD conditions, symptom presentation, and appropriate level of care.
- Assist with linkage to appropriate level of care
- Provide support and education to team members working with patients with BH/SUD conditions who are not yet ready or willing to engage in therapy
- Provide support to family members and caregivers of patients to help them in assisting patients
- Provide assistance with transitions of care (TOC) following behavioral health hospitalization or behavioral health crisis,
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients
- Conducting assessments including Comprehensive Health Assessment (CHA), PHQ9 (depression screening), Brief Addiction Monitoring (BAM), etc.
- Development of shared care plan **with** patient
- Prepare documentation and present assigned patients in Systematic Case Review (SCR) meetings.
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

## **Position Description**

### **Automated Systems Analyst II**

Duties may include, but are not limited to, the following:

- Defines all of the data processing systems requirements performed on the County's central computers for a department/organization; identifies organizational data processing and computing needs and interprets them to DIS; designs and/or assists in designing more difficult systems, including Local Area Networks and Wide Area Networks; provides input and output requirement formats; oversees the implementation of new systems and ensures their proper operation.
- Conducts procedural, informational, and functional systems analyses for the purposes of automating systems, designing new and/or modified systems and providing statistical and quantitative data to management; identifies problem areas and performs needs assessments; performs cost benefit analysis on proposed systems.
- Oversees the department's local computer operations; proposes and coordinates the systems configuration, which may include networking systems; develops systems edits and determines the number of fields and screens; develops access codes; determines information required of each screen; supervises or writes and modifies local application programs.
- Interacts with DIS staff and hardware/software vendors regarding office automation technology and the department's needs; writes detailed specifications; evaluates equipment and software capabilities; performs cost/benefit analysis; makes recommendations to management.
- Plans, assigns, and reviews the work of a small subordinate staff of analysts and technicians; conducts performance evaluations and performs other personnel-related activities.
- Serves as resource consultant for an organization on data analysis and processing, research methodology, and systems development; may document technical data descriptions; analyze program coding requirements, operator instructions, and organizational procedures.
- Instructs and trains organizational personnel on data processing operations, including distributed and networking computer systems; establishes local procedures for adhering to computer and data security systems; resolves data processing service complaints between organizational users and DIS.
- Prepares and reviews a variety of reports, correspondence, and other documents.
- Any other duties commensurate with the role.

## **Position Description**

### **Business Systems Analyst II**

Duties may include, but are not limited to, the following:

- Identifies, gathers, analyzes and documents business requirements for business application and information technology projects; translates work processes into business and functional requirements; writes business and functional specifications; develops departmental forms and templates; identifies and provides business rules, quality standards, policies and procedures.
- Reviews and approves prototypes and design specifications; develops and coordinates acceptance criteria; assists with the development of test and implementation plans.
- Identifies security and application access needs for department and agency customers; assists with the development and administration of departmental and agency security definitions and profiles; assists with the maintenance of security authorizations; identifies and develops recommendations for other system controls.
- Develops or assists with the development of cost estimates, cost/benefit analysis, and project justifications; develops or assists with the development of funding requests and approvals.
- Tests information technology applications and systems; writes departmental and agency system documentation; develops and writes training documentation and trains departmental and agency customers.
- Identifies business application and information technology solutions and opportunities for resolving business problems; performs workflow analysis.
- Serves as project leader in the development of project priorities, plans and schedules; may assign project tasks to team members; monitors project progress and provides status reports; develops and recommends project change orders; supports departmental quality standards.
- Determines cause of application and system problems; develops, recommends and implements solutions.
- Coordinates with departmental customers and other County department staff with project activities and tasks; coordinates with vendors and other external agencies regarding system interfaces and other business application and information technology issues.
- Meets with department and agency customers for preliminary study of information technology work orders to advise and assist customers in detailing their business analysis needs; plans and conducts meetings.
- Reviews, evaluates and recommends software and other information technology solutions; assists with the preparation of Request for Proposals; evaluates proposals, prepares and presents recommendations.
- Assists with the training of other departmental business systems analyst staff; supports professional and technical capabilities of team members; assists with guiding business systems analyst staff in analyzing, testing, and implementing information technology projects.
- Reviews or assists with the review of team member performance and team project progress to ensure compliance with customer requests, cost effectiveness, and team capability to produce and support information technology applications and systems within allocated resources; recommends alternative actions to meet schedules; provides status reports.
- Resolves problems in the analysis, testing, documentation, and implementation of a system.
- Any other duties commensurate with the role.

## **Position Description**

### **ECM MH Program Manager**

Duties may include, but are not limited to, the following:

- Direct supervision and ongoing training with staff, includes providing clinical supervision necessary for licensure for ECM BH Care Managers, Clinical Therapists, and Social Service Practitioners.
- Participate in interdisciplinary meetings (Systematic Case Reviews) and engage with leadership and staff of various departments and clinics to ensure program policies are implemented as designed.
- Engage in Quality Improvement tasks for both Enhanced Care Management service delivery and Patient Satisfaction.
- Supervise, select, assign, review and evaluate support staff for program, may provide clinical supervision and handle disciplinary matters.
- Participate in preparation of the program budget under direction of the Healthcare Program Administrator (HPA).
- Monitor program goals and productivity statistics for compliance with state and county regulations and report trends to HPA.
- Coordinate with department staff in meeting and needs of the program.
- Assist in the development of proposals to meet community needs and to develop standards for, evaluating ECM services.
- Provide vacation and temporary relief as required
- Any other duties commensurate with the role

## **Position Description ECM RN CARE MANAGER**

Duties may include, but are not limited to, the following:

- Provide individualized patient education based on patient's complex conditions and needs, including education on disease processes.
- Acts as point of contact, primarily for patients with highest complexity physical health conditions from the 250 patient ECM team active patients.
- Provide Medication reconciliation
- Provide education for BH clinicians and CHWs on patient physical health conditions and home care instructions
- Review medications with CHW prior to home visit for medication review
- Build supportive working relationship with patient to fully understand patient's needs and deficits from patient's perspective,
- Develop a shared care plan **with** patient
- Provide assistance with transition of care (TOC) following hospitalization, ED visit, skilled nursing facility stay, etc.
- Communicate with primary care provider (PCP) regarding patient's concerns, advocate for patient regarding treatment options
- Ensure engagement attempts and completion of tasks related to metrics for assigned patients.
- Conduct assessments including, but not limited to Comprehensive Health Assessment (CHA), Patient Health Questionnaire 9 (PHQ9 - depression screening), and BAM
- Prepare documentation and present assigned patients in SCR meetings
- Provide warm hand off to other ECM team members (RNCM, CHW, A&D counselor) as appropriate to enhance patient care.
- Any other duties commensurate with the role.

**Position Description**  
**ECM Nursing Program Coordinator**

Duties may include, but are not limited to, the following:

- Oversee ECM patient care, education and follow through for a specific specialty program.
- Monitor ECM nursing staff and provider compliance with policy, regulatory requirements and state of the art practice in area of specialty.
- Conduct ECM patient assessments and initiate required testing, treatment or medication management; may perform direct patient care.
- Direct collection of data and statistical analysis and develop quality assurance initiatives for program. Provide information to national databases or registries.
- Function as liaison between services, patients and families. Interact with external agencies, providers and regulatory authorities.
- Provide education to community, staff, medical professionals, students, external providers, patients and families, including advanced practice training to nursing staff.
- Function as clinical expert identifying physical and psychosocial issues impacting patients' well being and act as a consultant to ECM staff, students and physicians regarding patient care.
- Represent ECM program interests and provide expertise for patient services on interdepartmental committees and task forces.
- Develop, write and implement educational and promotional materials as well as policies and procedures to assure compliance with regulatory requirements and Medical Center practice.
- Provide vacation and temporary relief as required.
- Any other duties commensurate with the role

## ECM Informatics Analyst

Duties may include, but are not limited to, the following:

- Identifies, gathers, analyzes and documents business requirements for business application and information technology projects; translates work processes into business and functional requirements; writes business and functional specifications; documents application deployment, work flow and overall system configuration with an emphasis on patient care modules to improve patient care and clinical outcomes; recommends alternatives as appropriate; works with application vendors/other resources.
- Acts as a point of contact with ECM stakeholders; attends meetings; acts as consultant; uses nursing experience and knowledge of the department's clinical and business processes, policies and procedures, patient care and clinical business objectives, regulatory requirements and industry best practices to translate clinical methodologies into specifications, documentation and project plans.
- Collaborates with ECM stakeholders to design analyses that identify opportunities for improvements in care, evaluates adherence to clinical best practice, and measures outcomes; provides innovative solutions utilizing best practices, use of standards, and develops design to create and maintainable system solutions.
- Utilizes knowledge of clinical processes and nursing practice to assess, plan, implement/develop, monitor and maintain information system applications in partnership with health care providers and staff to achieve organizational goals.
- Identifies, analyzes, and recommends improvements and enhancements to operational processes, system automation, and information flows to ensure greater integration of functions within the organization with a focus on clinical workflow; analyzes and monitors effectiveness of clinical workflow processes; makes recommendations.
- Designs, performs, and documents data analysis in support of clinical improvement; utilizes quality improvement principles, develops and evaluates quality and regulatory reports in support of clinical excellence and regulatory compliance; monitors systems impact on user and departmental workflows, and incorporates results into systems enhancements.
- Serves as a clinical resource and subject matter expert; maintains knowledge of best practices and current advances in healthcare and information technology; combines nursing knowledge, skills and experience with technical knowledge to create systems that improve the quality of patient care.
- Guides customers and delivery teams in appropriate use of systems; monitors and evaluates effectiveness of systems; manages master file changes with approval as appropriate.
- Implements testing requirements and processes including scripts, records test results, facilitates end user testing, hardware testing, and maintains test environments; makes recommendations.
- Provides testing for new modules and system upgrades; installs or upgrades software applications; and troubleshoots software and application related problems; participates in the evaluation of new module releases and provides complex analysis and evaluation of systems effectiveness in providing clinical pathways of documentation.

- Prepares project descriptions, time estimates, cost estimates and justifications for project activities, enhanced system modifications and develops project schedules, monitors performance and reports progress toward those milestones.
- Writes detailed program specifications; defines input/output data relationships, and sequence of operations necessary to perform programming for difficult systems and subsystems; participates in the evaluation of new module releases.
- Manages complex security classification templates and sub-template requirements to provide the appropriate level of access, while ensuring the protection of patient health information with supervision.
- Follows quality assurance standards, systems development and delivery methodologies, change management and release management processes to communicate system changes.
- Assists with the development of user training materials, and updates and maintains user training manuals as needed; provides training.
- May write code using county approved languages to solve problems with existing programs and to create new interfaces and applications from design requirements.
- Any other duties commensurate with the role.



## **Position Description**

### **ECM Healthcare Program Administrator**

Duties may include, but are not limited to, the following:

- Directs, oversees, monitors, implements the administration of confidential and sensitive healthcare programs or special projects to meet objectives, and initiatives; sets priorities and resource allocation.
- Collects and analyzes data, generates reports, develops data metrics, analyzes results, oversees the preparation, or prepares and submits reports; develops action plans and makes recommendations.
- Researches, analyzes, and monitors legislation, regulations and program needs, develops guidelines, and implements process, policy and procedure changes, monitors program effectiveness; establishes plans and strategies for improvements.
- Establishes program standards, priorities and objectives, conducts studies; monitors initiatives; ensures compliance with regulations and attainment of program goals and improved outcomes.
- Develops and determines program/project goals, objectives, and financial requirements; develops quality indicators and relevant quantifiable criteria, ensures compliance with regulations, reimbursement requirements, and quality and performance standards.
- Conducts investigations and audits, special studies, prepares reports; consults with management and/or administration on technical or procedural issues.
- Directs teams and committees involved in promoting compliance and program effectiveness; monitors and evaluates productivity; assesses educational and training needs, develops training programs, conducts staff development and in-service training, and ongoing education.
- Acts as a liaison with medical staff, administrators, program managers or directors and government or licensing agencies, surveyors and or community organizations; provides reports, makes presentations; makes recommendations.
- May supervise or direct a small support staff, including assigning, reviewing and evaluating work, hiring independently, and writing and signs work performance evaluations.
- Attends programs, legislative updates, seminars, and conferences; provides updates and educational programs and presentations; represents organization at committees, meetings and conferences.
- Provides vacation and temporary relief as required.
- Any other duties commensurate with the role.