

Coordinator, Options Care Management (Community Partnerships)

Family Services of Western Pennsylvania

Location: Pittsburgh, PA

About the Agency:

Family Services of Western Pennsylvania has a long history of serving families and individuals in the southwestern Pennsylvania region, dating back to 1885. Our work is guided by our mission to “*empower individuals to reach their full potential.*” Over time our role in the community has expanded, and we presently provide more than 38 distinct programs for families and individuals in the categories of mental health, intellectual disabilities, vocational rehabilitation, child welfare, safety net, and older adult services. Family Services received the Wishart Award for Excellence in Non-Profit Management in 2008.

Position Description:

The Options Care Management Coordinator will provide leadership to a team of care managers serving older adults and family caregivers. This role includes planning, directing, organizing, training, supporting, and influencing the work of others. The incumbent will develop and accomplish goals and objectives, evaluate personnel, processes and outcomes to ensure that services are delivered and continuously improved in an effective and culturally competent manner. The Coordinator will resolve participant disputes and empower care managers to solve problems and issues according to sound case management practices and agency policies.

Duties and Responsibilities:

- Recruit, hire, and supervise a team of 7-8 care managers who provide community-based service coordination for older adults and family caregivers; develop staff work plans and evaluate performance annually.
- Oversee staff scheduling and coverage, assess utilization, workflow, and documentation.
- Provide staff in-service trainings, build shared knowledge base of formal and informal community resources, implement and improve customer service and resource counseling protocols.
- Confirm the eligibility of potential participants for care management services; take responsibility for final decision to accept or terminate participants.

Required Skills and Abilities:

- Leadership training and experience in Continuous Quality Improvement or Quality Assurance programs.
- Ability to work effectively as a team member and to take independent initiative when necessary.
- Working knowledge of the provision of health care in various settings.
- Knowledge of community resources, human service providers, and care delivery systems.
- Proficiency in use of a laptop computer and Microsoft Office software, relational databases, the Internet, and smart phone technology.
- Valid PA driver’s license and a reliable vehicle.

Education and Experience:

- Master's Degree in social sciences, psychology, social work, or a related discipline; Social Work major and LSW license preferred. Nursing degree with a Registered Nurse license will also be considered.
- Three years of progressively responsible experience in human services, including at least two years of care management experience required.
- Experience working with older adults.

To Apply:

E-mail letter of intent and resume in Word 6.0 or ADOBE PDF formats to FSWP-hr@fswp.org.
EOE/AA/M/F/V/D