



## **Clinical Manager Job Description**

**Position:** Clinical Manager

**Status:** Exempt

**Reports to:** Program Director

**Indirect Manager:** Associate Director - Clinical

**Revised:** March 2015

### **EOE Statement**

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, creed, color, religion, gender (including pregnancy), national origin, nationality, ancestry, age, familial status, marital/civil union status, domestic partnership status, affectional or sexual orientation, gender identity and expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, disability status (mental or physical, including perceived disability, and AIDS and HIV status), protected veteran status or any other characteristic protected by law.

### **Position Summary**

The Clinical Manager provides support for the Camden Coalition of Healthcare Provider's (CCHP) Care Management Initiatives, a nationally recognized care management intervention and research project seeking to improve health outcomes for complex, vulnerable patients through intensive care coordination activities.

The Clinical Manager will be an integral member of a multidisciplinary outreach team and will be responsible for clinical team leadership in a variety of Camden settings, including the hospital, primary care offices, patient homes, medical day centers, homeless shelters, and various other community settings.

### **Essential Functions**

1. Manage a team of clinical support staff which may include Licensed Practical Nurses, Community Health Workers and AmeriCorps members
2. Create, maintain, and adjust individualized care plans for patients that address both medical and social barriers to accessing care
3. Work in conjunction with outreach team on intake assessment/care plan including medical needs/barrier identification of patients enrolled in the program; determine plan for care management; develop care plan and coordinate and/or delegate tasks with team members



4. Lead data driven, rapid cycle improvement processes in regards to clinical interventions
5. Promote activities related to the delivery of clinical services including, but not limited to, utilization review, quality assurance and clinical protocol development
6. Plan and execute interdisciplinary case conferences/team meetings and clinical rounds
7. Forge and nurture partnerships with hospitals, medical offices and local service organizations to broaden support services for patients
8. Act as a liaison between hospitals, primary care providers, specialists, community resources and managed care/insurance plans on behalf of enrolled patients to ensure patient-centered coordination of care
9. Promote wellness and the management of chronic diseases within the primary care setting
10. Oversee activities of clinical staff and provide guidance and support regarding direct patient care
11. Address emergency situations
12. Engage patients across care settings such as the transition from hospital to home
13. Enter and maintain electronic records, compile reports and complete other program documentation in a timely manner (e.g. track via, progress notes, incident reports, client track, letters, etc.); other administrative responsibilities as needed
14. Assist Program Director(s) with additional special projects and administrative assistance
15. Play a consistent and active role in identifying project inefficiencies and finding collaborative solutions to the problems
16. Oversee the planning and implementation of program activities
17. Represent the program and/or the Coalition at various local, state, and national meetings
18. Participate in public speaking opportunities as required
19. The above are guidelines for the position but are not necessarily a delineation of all the actions/duties necessary to the job.

### **Non-Essential Functions**

1. Attend relevant training as necessary to maintain professional certification and/or knowledge
2. Adheres to CCHP's guidelines and ensures the appropriate handling of sensitive information
3. Completes special projects specific to the function of the department
4. Other duties as assigned within the scope of position expectations

### **Knowledge, Skills, and Abilities**



1. Demonstrated ability to communicate and drive outcomes across professional disciplines, organizations and clinical settings especially on behalf of medically and socially vulnerable populations
2. Ability to effectively provide clinical care to socially and medically complex patients in a variety of non-traditional settings; experience in serving in poor, urban environments; familiarity with Camden is preferred
3. Exceptional organizational and interpersonal skills, with attention to detail required; strong oral/written communication skills is a must
4. Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment
5. Demonstrated ability to work well with people of various ages, backgrounds, ethnicities, and life experiences
6. Proven ability to work collaboratively and productively with clinicians, administrators, patients, and other individuals from various backgrounds and skill sets
7. Requires the ability to travel to multiple office locations; valid driver's license and automobile that is insured

## **Experience, Education, and Licensure**

### **Experience:**

1. 2-3 years of work in a healthcare setting
2. 1-2 years of demonstrated leadership abilities in a clinical setting
3. Spanish language ability preferred

**Education:** Current RN licensure in the State of New Jersey; BSN required; MSN preferred

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk and sit in an office environment
2. There will be occasional lifting up to 15-20lbs

## **Work Environment**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.



Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate
2. Although work is primarily indoors, you will be required to travel outside to business community locations

*Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

*I have read and acknowledge receipt of this job description.*

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*Employee Signature*

*Date*