

Job Description

Position: Health Access Program Manager
Classification: Exempt
Reports to: Health Access Program Director
Location: Denver, Colorado
Starting Salary: \$53,787

Position Summary: The Health Access Program Manager is responsible for supervising Health Access Program Coordinators at all regional offices of CHN (Colorado Springs, Denver, Ft. Collins & Grand Junction) as well as supportive staff that do not directly report to the Health Access Program Director. Facilitates relationship with staff at medical clinics in which CHN personnel are co-located.

ESSENTIAL RESPONSIBILITIES

- Provide direct supervision to Team Lead, program coordinators, billing coordinators, and assistants
- Assist in all aspects of program development, implementation, reporting, and evaluation with guidance from the Health Access Program Director
- Work with CDPHE/ADAP staff and Health Access Program Director in the development and implementation of programmatic goals, policies, and operational procedures
- Work with Director and CHN Quality Team to monitor quality of programs including ongoing quality improvement efforts, program evaluation, and programmatic outcome measures designed for the health access programs
- Recommend innovative and alternative methods to improve processes
- Manage client feedback, complaints, grievances, and appeals
- Coordinate with and Supervise Health Access Team Lead, who is responsible for acquiring technical expertise and providing technical assistance to team members. This team lead provides technical coaching on difficult cases, while maintaining a reduced caseload.
- Work with Manager and Team Lead to conduct trainings during staff transitions
- Works with Manager and Team Lead to identify and meet additional team training needs, goals, and priorities.
- Meet all deadlines agreed upon with the Health Access Programs Director
- Serve on relevant internal and external workgroups and coalitions as requested
- Recruit and maintains high quality staff; conducts performance reviews; ensures appropriate and adequate staffing and scheduling
- Set expectations of teamwork within and across departments
- Assist staff to improve their skills and identify professional development needs with Director
- Work with supervisors at co-located clinics to onboard CHN coordinators at respective clinic locations and manage relations between CHN and those clinics
- Other duties may be assigned.

Preferred Qualifications:

Previous supervisory experience highly desired. Previous experience with and understanding of health insurance and public benefits (Medicare, Medicaid, employer, marketplace/off-market enrollment, and/or insurance billing processes). Experience with direct client contact and/or a customer service background. Background in programs rooted in serving People Living with HIV. Strong commitment to working within diverse setting with diverse populations and consistently seeking opportunities to

improve ability to provide inclusive and trauma-informed approaches in client services. Ability to collaborate effectively with small and large teams within Denver CHN and across regional offices. Knowledge of financial management and budgeting. Ability to prioritize workload and function independently. Training in cultural competency is preferred.

Education:

Bachelors or Master's Degree in Finance, Human Services, Social Work, or related field. Importantly, candidates with lived experience can substitute educational experience.

Supervisory Responsibility:

Recruits and maintains high quality staff. Ensures appropriate and adequate staffing and scheduling. Sets expectations of teamwork within and across departments and models collaborative behavior. Understands and communicates CHN mission and values, along with relevant policies and procedures to staff members. Reviews quality of paperwork, data entry, session notes, and referrals. Assists staff to improve their skills and identify training and professional development needs.

Software Utilized:

Experience working with basic office and database computer programs, including Microsoft Access, Word, Excel PowerPoint and Outlook.

Material and Equipment Directly Used:

Works with computer workstations, laptops, servers, and standard office equipment. Works with software, including electronic health records, client/patient data systems, word processing, spreadsheet and presentation software as well as with online systems. Communicates with partner organizations and vendors using telephone, e-mail, the Internet, and fax.

Physical Demands and Work Conditions:

Works in an office environment in Denver with occasional travel via automobile or airplane to offsite locations. Requires ability to lift up to 50 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding.

As employees of a charitable organization, CHN staff share the responsibility of serving as ambassadors for the organization in the community. This can be achieved by fostering the development of relationships with potential constituents & donors and by participating in CHN events/activities in a way that is meaningful to each employee.

General Benefits Description:

We offer full-time employees a comprehensive benefits plan that includes: Health Insurance, Dental Insurance, Vision Insurance, 403(b), Legal Shield, FSA, Life Insurance, EAP, Long-Term and Short-Term Disability.

How to Apply

Please email a cover letter and resume (subject line must be "Health Access Program Manager") to the Human Resources department at HR@coloradohealthnetwork.org.

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Application deadline: 4/21/2021