



Vacancy

Title: Director, Children’s Program Services

Division(s): CBC Health Home

Reports to: Senior Director, Health Home

Job Summary: Under the supervision of the Senior Director, Health Home and under the guidance of CBC’s Children’s Committee, the Director of Children’s Program Services will support the programmatic implementation, innovations and operations of CBC’s Health Home Serving Children (HHSC) to promote care coordination services for qualifying young Medicaid beneficiaries and their families and IPA initiatives. The Director will also be responsible for engaging and supporting the CBC IPA Network to tailor New York’s Health Home model for children, to comprehensively offer strategies toward the development and implementation of diverse clinical programs, including but not limited to, Pathway Home™ for Children, a children’s Project ECHO, Quality Improvement Initiatives focused on Child & Adolescent HEDIS Measures.

Minimum Education Requirements:

- A graduate degree in Social Work, Psychology, Public Administration, Nursing, Public Health, Public Policy, Business, or a related field.

Essential Duties and Responsibilities

- Coordinates the CBC Health Home network and services for children, adolescents, and families to ensure high quality care coordination services for qualifying young Medicaid beneficiaries.
- Serves as CBC Children’s Committee Chair to augment strategic initiatives to improve children’s system of care.
- Ensures active collaboration to meet stakeholder needs, including DOH, OMH, OASAS, OPWDD, and OCFS.
- Ensures that internal and external regulatory agency standards and requirements are met, including the ongoing updating and maintenance of all HHSC Policies & Procedures.
- Supports development of marketing material for HHSC and other CBC children’s offerings.



- In partnership with CBC's Quality Management department identify, develop, and implement quality improvement (QI) projects and use data/ outcomes to inform learning need of the care management community.
- Strengthens intra-Health Home collaboration through participation in the NYS HH Coalition and HH MCO Workgroup.
- Promotes and leads inter-network collaboration through Quality Assurance activities, such as case record reviews, incident reporting review and participation in linkage meetings with HH network member agencies.
- Recommends and coordinates health information technology requirements for program services and ensure the HHSC agencies meet program standards.
- Collects, analyzes, and reports data, as required, and specifically regarding HEDIS metrics.
- Seeks out providers who would enrich the HHSC CMA Network and CBC IPA network and coordinate the completion of all required onboarding documents and contracts in partnership with SVP, Managed Care & Network Management.
- Supports onboarding activities with new children's network providers and CMAs including participation in technical support calls and linkage to other CBC departments.
- Develops, coordinates, and disseminates programmatic communications within the HHSC network.
- Oversees all HHSC referrals from the community, MCOs, and other stakeholders including C-YES and C-SPOA.
- Identifies and actively resolves issues within the network and with other Lead Health Homes.
- Recommends and participates in reporting and billing processes on behalf of the network.
- Collaborates with the CBC Training Institute to identify, develop, and present trainings specific to the children's network.
- Performs other related duties, as assigned.

Experience:

- Knowledge of Severe Mental Illness/Severe Emotional Disturbances, Complex Trauma Designation, Substance Use Disorders, mental health legislation and regulations, and chronic health conditions.
- A minimum of 5 years related experience of working in children/adolescent and family services. Extensive program implementation and evaluation experience.
- Preference will be given to candidates with firsthand experience of designing systems for high needs children's populations, including Medically Fragile Children with complex health issues, children in foster care, children with Serious Emotional



Disturbance (SED), Transition Aged Youth (TAY), young people and families experiencing homelessness, children enrolled in HCBS Waiver programs, other case management programs, and Medicaid beneficiaries.

- Refined knowledge of techniques for identifying and preventing crises, including crisis management techniques.
- Ability to lead programmatic meetings such as Project ECHO, Children’s IPA Committee, Children’s Quality Management Team.
- Advanced knowledge of Microsoft office applications, including PowerPoint, Excel, Tableau.
- Ability to independently manage multiple projects, resources – i.e. money, materials, time, and people.
- Ability to work with all stakeholders: members, network, families, and government staff in a caring and respectful manner, and with due understanding of and consideration for clinical and cultural differences.
- Superior communication and report-writing skills

Additional Details:

- **Salary Scale:** 85,000 – 95,000
- **How to Apply:** please submit cover letter and resume to hr@cbcare.org

Due to the volume of candidates we receive, unfortunately, we are unable to respond to every applicant. Only applicants scheduled for an interview will be contacted.