



System Coordination Manager (Program Specialist)

Alameda County **CARE CONNECT** is seeking passionate, committed **Agents of Social Change** to help transform care for people experiencing homelessness and individuals needing support for multiple complex conditions.

HCSA was awarded more than \$140 million by the California Department of Health Care Services, in 2016, for **AC Care Connect**, an **ambitious and innovative program** that focuses on people experiencing homelessness and people with complex physical, mental, and social conditions who need care coordination across multiple systems, such as emergency services, hospitalizations, and law enforcement to obtain good treatment outcomes.

The pilot program focuses on transforming the infrastructure of care, and will organize health care providers, housing, behavioral health, probation, and other systems to work together to **better coordinate care**; help patients obtain **housing**; and, improve communications and coordination between providers by creating a “**community health record**.” An estimated 20,000 people will be touched by the program over five years.

OUR MISSION

AC Care Connect is committed to strengthening a system of care that works together to deliver consumer centered care and supporting high need individuals (the people of Alameda County who face highly complex physical, behavioral, and social challenges) to achieve optimal independence and health.

HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:
ACCareConnectJobs@acgov.org

The application template is available online on Alameda County's On-Line Employment Center at:
www.jobaps.com/alameda

New users can click on “New User Registration” to fill out an application template. Once the application is completed, candidates can click on the “Review” tab to “Print My Application”. A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

Alameda County
Care Connect

<http://accareconnect.org>

Care Connect System Coordination Manager

*Program Specialist *Provisional-Project Position*

Overview:

The System Coordination Manager will work closely with the Program Development Director for Care Connect, helping to, develop and manage the Care Communities effort (regionally-focused groups of client-facing care coordination/housing navigation/care management staff from across sectors serving a shared set of consumers and meeting regularly in a case-conference setting to problem solve challenges facing those consumers) as well as some contract management and other duties as assigned. Duties will range from program start-up and management, support for troubleshooting a wide variety of issues and coordinating problem solving efforts, as well as managing contracts and the relationships with those partners. This will be an exciting and varied position, and will require someone who is highly relational, organized and detail-oriented, yet flexible and a creative problem-solver. Excellent communications skills (writing and verbal), people and computer skills are essential.

Minimum Qualifications:

Education: Graduation from an accredited four-year college or university with major coursework in business or public administration, a social science or field related to the program area assigned. (Possession of a Master's degree may be substituted for two years of the required experience. Please see [Program Specialist](#) classification for details.); **AND,**

Experience: The equivalent of three years of full-time professional-level or supervisory work in the direct delivery of services to clients or the oversight of such services in the program area to which assigned, one year of which must have included program planning and evaluation, or in program administration, contract negotiations, grants management and similar financial services. This work will preferably have been in any of the following areas: Care Coordination, Housing Navigation, or Care Management. *Substitution:* (Possession of a Master's degree in business, public administration, social science or a related field to the program area to which assigned from an accredited college or university, may be substituted for two years of the required experience.)

Plus: One year of experience in quality improvement, quality assurance, and quality management of health care systems including experience using outcomes for program improvement in a health care system.

Pay Rate: \$32.58 - \$48.08 hourly; compensation commensurate with experience.

***Provisional-Project Appointments:** For a **provisional project appointment**, a civil service exam is not required. However, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open. This is also a project position and project positions are generally for a specific duration. Candidates for the project positions must meet the minimum qualifications for this position.

RESPONSIBILITIES:

- Help design, develop, stand-up, and manage a new multi-partner effort in a start-up environment
- Track pilot planning, role out, and progress with a particular focus on data collection required for reporting
- Plan and support a variety of meetings: participate in planning, developing materials, and follow-up to ensure progress toward objectives
- Oversee contracts for a select number of partners
- Support administrative and program needs, such as planning and contract development
- Represent project leadership at meetings and with internal and external stakeholders
- Provide technical assistance and broker other necessary supports for client-facing staff of partner orgs
- Conduct research and analysis for troubleshooting a wide variety of issues using quality improvement methods
- Capture complex concepts and put into accessible written and visual formats; use program data to write and develop narrative descriptions for trainings and presentations on a wide variety of subjects
- Create professional documents for a wide range of purposes and audiences using Visio, Word, Excel, PowerPoint
- And, take on a variety of special projects as needed

About Alameda County Health Care Services Agency

Alameda County's Health Services Program is administered by the Health Care Services Agency and includes the following program areas: Behavioral Health Care, Public Health, Environmental Health, and Agency Administration/Indigent Health. The ultimate mission of Health Care Services Agency is to provide fully integrated health care services through a comprehensive network of public and private partnerships that ensure optimal health and well-being and respect the diversity of all residents.

Employees also enjoy an attractive benefits package with the following:

- Medical Plans
- Dental Plans
- Vision Benefit
- Life Insurance
- Accidental Death & Dismemberment Insurance
- Health Flexible Spending Account
- Dependent Care Assistance
- Pre-Tax Commuter Benefit
- Paid Holidays (11 days)
- Floating Holidays
- Vacation
- Sick Leave
- Vacation Purchase Program
- Employee Assistance Program (EAP)

Learn more about us!

Alameda County Health Care Services Agency

<http://acgov.org/health/>

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