



## JOB DESCRIPTION

<b>Job title</b>	<i>Enhanced Care Manager/ Program Manager</i>	<b>FLSA Class:</b>	<i>Exempt</i>
<b>Department</b>	<i>Medical</i>	<b>Position Type:</b>	<i>Full-Time</i>

### Job purpose

Under the direction of the Chief Operations Officer, the Enhanced Care Manager shall be responsible for the overall management of ECM programs for the agency by: developing policies and procedures for the various agency programs, providing leadership, direction, support, development, and guidance to the ECM department of the agency, facilitates budget planning and financial management for the agency's programs, establishing and maintaining working relationships between the agency and external resources.

### Duties and responsibilities

#### Essential Job Functions

- Develops and administers policies and procedures for the ECM agency's programs as well as providing overall direction in the continuing operation of the various departmental services.
- Periodically audits the agency's ECM program to determine the effectiveness in meeting the clients' needs. Develops and maintains a mechanism for identifying and assessing client needs through establishment of an effective system.
- Assist in the development of funding for current and future ECM programs for the agency.
- Develop and maintain close contacts with public and private agencies to ensure continual and effective linkages of resources for ECM enrollees.
- Facilitates innovation and motivates the program managers to effectively implement new program strategies.
- Establishes and directs an operational plan (vision) for the ECM programs of the agency.

#### Additional Duties

- Other duties may be assigned.

### Qualifications

- Bachelor degree or 7-10 years related experience and/or training; or equivalent combination and experience.
- A minimum of 7-10 years' experience in the human service field.
- A minimum of 5 years supervisory and administrative experience in a program area.



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- Successful experience in management, fund development, budgeting, program development, policy, and public relations.
- Proven ability to develop and manage 5-6 programs simultaneously.
- Ability to demonstrate a philosophy of developing a team that will enhance the working environment.
- Skill in establishing expectations, goals, and setting priorities for a wide range of programs.
- Proven ability to communicate effectively orally and in writing.

### **Direct reports**

Chief Operations Officer