Client Care Manager

At Children’s Health Council (CHC), we’ve been helping children and families for 60 years. Our Center, two schools and a Community Clinic, serve families in the Silicon Valley as well as the greater San Francisco Bay Area. Our areas of expertise include learning differences, anxiety and depression, ADHD and Autism. We also provide excellent parent education services and parent consultations.

At CHC, we uncover a world of promise and potential in every child. Using a personalized approach, we help your children become happier, more resilient and more successful. Our employees are encouraged to bring their ideas, experiences and perspectives, gleaned from their varied backgrounds, to the workplace. We strive to create an environment in which all employees can contribute to their fullest potential to make an impact in the lives of the children we help.

Client Care Manager

Job Summary:
We are seeking a Care Manager to join our existing team of dynamic staff. Our Care Manager is essential to the overall support and ongoing care of families who come to CHC for services. The Care Manager will work primarily in Palo Alto, but also at our San Jose location as needed.

The Care Manager acts as both liaison and advocate for all families who come to CHC. They are the first person our families speak to and are experienced with child and adolescent development. They are responsible for listening to parents concerns around the areas of Autism, ADHD, Learning Differences, Anxiety and Depression, explaining our services and matching families with the best clinician for their child. They work closely with the clinical teams who provide services here at CHC. They are responsible for maintaining knowledge about all services across multiple divisions at CHC in order to guide families’ access to the best care. Care Managers have the ability to accurately identify where a child/family can be best served at CHC and encourage families to access care. Care Managers provide a multitude of resources and support to families whether or not they choose to seek services at CHC.

Care Managers must possess the ability to work within a fast-paced environment with complex multi-tasking and prioritizing, as well a strong independent, yet collaborative work style. Interpersonally, the Care Manager is dynamic, engaging, compassionate and positive. He/she will make a strong positive first impression with families, staff and the community. The Care Manager will thrive on the ability to engage families and connect with families in order to assist them in accessing supports and services within The Center. He/she is timely and responsive in communicating with families via phone and email.

Client Care Managers must possess the ability and business sense to develop, document, track and analyze client access data, and use such data to inform leadership about business trends and needs of clients, families and staff.

The ideal candidate has experience in child and adolescent development, and experience or strong interest in healthcare coordination, as well as a passion for working with children and families. The candidate may have a Bachelor’s or Master’s degree in social work, sociology, psychology or equivalent education with strong organizational and time management skills, great attention to detail, excellent written and verbal communication, a positive and upbeat attitude, a strong ability to multi-task and prioritize support services, a good sense of humor, strong interpersonal skills, a collaborative nature and
problem solving skills. This individual shows initiative in improving processes and procedures and enjoys working in a fast paced environment.

**Essential Duties and Responsibilities:**
- Act as liaison between families and CHC
- Works closely with associate care manager to ensure family needs are being met
- Documents, tracks and analyzes client access data, and uses such data to inform leadership
- Manages the intake phone line and emails
- Maintains eye on business trends and takes the initiative to inform leadership on recommendations for improving system of care
- Works with parents to schedule initial and follow up appointments
- Responsible for all aspects of ongoing support for families
- Works closely with clinicians and other staff here at CHC
- Collaborates with schools and other professionals in the community
- Is available to work between the hours of 8:00-5:00, Monday-Friday
- Performs other related duties as required and assigned

**Accountability:** A successful care manager will make a family feel cared for and well supported during what may be one of the most stressful times of their lives. Organized, efficient, a can-do attitude, active problem solver, responsive and calm – these qualities in a care manager help families so they can focus on what they are most concerned about – their child – and CHC will take care of the rest – under the direction of the Care Manager. Care Managers understand the roles each team member (from clinicians to billing) plays in a child’s life at CHC and helps direct the family in the right direction when confused.

**Qualifications/Guidelines:**
- Experienced in working with families
- Focused on delivering consistently excellent customer service 100% of the time
- Strong communication skills to ensure the family, the CHC professionals and the business services department can work together as a team
- Excellent attention to detail and highly organized
- Sensitive, warm and collaborative – with parents and other professionals
- Knowledgeable of community resources

**Knowledge/Ability/Skills:**
- Experienced in working with various software programs and able to learn new programs easily
- Experienced in working with financial data and in communicating financial arrangements to parents and clinicians
- Familiar with major public and private payer systems
- Able to listed to expressed concerns and proficient in developing strategies to resolve them satisfactorily
- Knowledge of all CHC divisions and services, and external resources for families
- Able to encourage access to care at CHC
**Education/Training /Qualifications:** Bachelor’s Degree required, Master’s Degree preferred.

**Physical Requirements:**
An employee in this position may be required to occasionally lift, move and/or set-up stacks of documents lap-top computers, in-focus projectors, flip charts and other materials. Employee will also be required to work for extended periods of time at a computer terminal.

**Special Job Requirements:** To meet the needs of our clients, flexibility in work schedule is required.

**Contact with Others:** Interpersonal interaction with peers, subordinates and outside contacts.

**To apply, please email your cover letter and resume/CV to jobs@chconline.org and reference “Client Care Manager” in the subject line.**

Children’s Health Council (CHC) supports workforce diversity. We are an Equal Opportunity Employer and believe in treating each employee and applicant for employment fairly and with dignity. We will provide employment opportunities without regard to race, religion, color, creed, national origin, gender, orientation, age, disability, medical condition, marital status, veterans’ status or any other classification protected by employment discrimination laws. When necessary, CHC also makes reasonable accommodations for employees with disabilities in accordance with individual needs, business realities and applicable laws.