



Client Care Manager

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 responsible for listening to parents concerns around the areas of Autism, ADHD, Learning Differences, and 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.

The ideal candidate speaks Spanish and has experience in child and adolescent development, as well as a passion for underserved children and families. The candidate may have a Bachelor's or Master's degree in social work, sociology, psychology or equivalent, 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 multitask and prioritize support services, a good sense of humor, strong interpersonal skills and a collaborative nature, problem solving skills and enjoys working in a fast paced environment.

Essential Duties and Responsibilities

- Act as liaison between families and CHC, speaking in both English and Spanish.
- Manage the Spanish speaking intake phone line.
- Work with parents to schedule initial and follow up appointments.
- Responsible for all aspects of ongoing support for families.
- Work closely with clinicians and other staff here at CHC.
- Collaborate with schools and other professionals in the community.
- Be available to work between the hours of 8:00-5:00, Monday-Friday.
- Perform 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

- 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.



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 listen to expressed concerns and proficient in developing strategies to resolve them satisfactorily.

Education/Training:

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.

Contact with Others:

- Frequent interpersonal interaction with peers, subordinates and outside contacts.

If you are interested or know of someone who might be, we would love to hear from you. To apply, please email your cover letter and resume/CV to jobs@chconline.org in Microsoft Word or PDF format.

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.