

Supervisor, Integrated Care Management

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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General Description

Health Plan of San Mateo (HPSM) is seeking a passionate and experienced Supervisor, Integrated Care Management to join our team. In this pivotal role, you will work under the supervision of the Manager of Integrated Care Management and Director of Integrated Care, overseeing a multidisciplinary care team. As a Supervisor, you will ensure seamless transitions between levels of care for our members, promoting high-quality healthcare outcomes and a positive member experience.

Duties & Responsibilities

Essential Functions:

- Supervise and coordinate care management services, establishing efficient workflows and addressing implementation barriers.
- Provide guidance, coaching, and support to the team, ensuring achievement of performance metrics and quality targets.
- Create and revise workflow, job aids, and training materials to enhance staff productivity.
- Collaborate with the Manager to develop and implement Quality Assurance programs, promoting best practices and service quality outcomes.
- Facilitate Interdisciplinary Team meetings, case conferences, and huddles.

Secondary Functions:

- Perform other duties as assigned, contributing to the overall success of the team.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- Bachelor's degree in nursing, psychology, or social work. Master's Degree preferred.
- Three (3) years of supervisory experience in healthcare and/or managed care.
- Valid California license as a Registered Nurse or Licensed Clinical Social Worker.

Knowledge of:

- Proficiency in Microsoft Office Suite applications.
- Familiarity with health care and community case management models.

Skills:

- Strong interpersonal skills for coaching, conflict resolution, and team management.
- Excellent organizational, time management, and communication skills.
- Ability to lead diverse teams, establish collaborative relationships, and adapt to changing priorities.

Salary and benefits

The starting salary range is \$98,509-\$130,525, depending on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance

- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

It is HPSM's policy to provide equal employment opportunity for all applicants and employees. HPSM does not unlawfully discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, veteran status, registered domestic partner status, genetic information, gender, gender identity, gender expression, or any other characteristic protected by applicable federal, state, or local law. HPSM also prohibits discrimination based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.