



Better Urban Health

CARE MANAGER SUPERVISOR

Position Title: CANS-NY Certified Care Manager Supervisor (0–5 and 6–21) / Senior Care Manager

Department: Care Management

Reports To: Director of Care Management

Location: The Collaborative for Better Urban Health, New York, NY

Employment Type: Contract – Per Diem

Organization Overview

The **Collaborative for Better Urban Health (CBUH)** is a New York State-designated Medicaid Children's Health Home Care Management Agency committed to improving health equity, access, and outcomes for vulnerable children and youth in New York City. We serve families through trauma-informed, person- and family-centered care planning and coordination, in full compliance with **NYS Children's Health Home**, **Northwell Health Home**, and **NYC Health** guidelines.

Position Summary

The **Care Manager Supervisor / Senior Care Manager** is a dual-role position that provides both **supervisory oversight** of Health Home Care Managers and **direct care coordination** to a limited caseload of high-needs children and youth, ages 0–21, enrolled in the NYS Health Home Serving Children program. This role ensures all care management activities are performed in compliance with **NYS Department of Health (DOH)** regulations, **CANS-NY standards**, **Northwell Health Home** policies, and **NYC Health** directives.

The ideal candidate will possess strong clinical judgment, supervisory skills, and a deep understanding of child welfare, behavioral health, and social determinants of health, especially in urban populations.

Essential Duties and Responsibilities

I. Supervisory Responsibilities (50%)

- Supervise, mentor, and support a team of up to 8 Care Managers who serve children/youth aged 0–21.
- Ensure staff completion of CANS-NY assessments within required timeframes (initial, reassessment, and significant life event updates).
- Conduct **weekly supervision** meetings with Care Managers to review caseloads, service plans, progress notes, and billing documentation.



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- Monitor staff compliance with all documentation standards in the **Health Home care management platform** (e.g., MAPP/HHTS, PSYCKES, RHIO).
- Perform quality assurance checks on progress notes, outreach documentation, and plan of care submissions to ensure alignment with **Health Home standards and NCQA guidelines**.
- Provide field-based joint visits and coaching to support high-risk or complex youth cases.
- Assist in onboarding, training, and continuous development of Care Management staff using approved Health Home and CBUH curriculum.
- Ensure Care Managers are meeting performance and quality benchmarks, including:
 - Timely outreach and engagement.
 - Coordination of services across physical health, behavioral health, and social service domains.
 - Accurate billing and encounter reporting.

II. Senior Care Management Responsibilities (30%)

- Manage a reduced caseload of **5–10 children/youth**, acting as the Lead Care Manager responsible for:
 - Conducting in-person assessments using the **CANS-NY** tool.
 - Developing and updating individualized **Plans of Care** that reflect the child/youth's current strengths and needs.
 - Coordinating and attending Child and Family Team (CFT) meetings with families and providers.
 - Connecting families to services, including behavioral health, primary care, Early Intervention, OPWDD, DOE IEP programs, housing, and other community resources.
 - Monitoring and documenting progress toward care plan goals.

III. Compliance and Quality Assurance (15%)

- Ensure compliance with:
 - **NYS DOH Health Home policies**, including HHTS/MAPP reporting timelines and encounter tracking.
 - **Northwell Health Home** documentation and billing standards.
 - **NYC Health** protocols for cross-system communication, especially with ACS, DOE, OMH, and OPWDD.
 - Participate in internal audits, corrective action plans (CAPs), and quarterly compliance reviews.
 - Maintain current knowledge of changes to Health Home policies, documentation requirements, and DOH updates.
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IV. Administrative and Reporting Duties (5%)

- Maintain up-to-date reports on staff productivity, client outcomes, and compliance indicators.
- Submit weekly and monthly metrics to the Director of Care Management and Northwell Health Home.
- Represent CBUH in Northwell Health Home supervisor meetings and DOH trainings.

Qualifications

Required Education and Experience:

- Bachelor's degree in Social Work, Psychology, Public Health, Human Services, or related field (**Master's preferred**).
- Minimum of **3 years of Care Management or Case Coordination** experience with children/youth in child welfare, mental health, or developmental disabilities.
- **At least 1 year of supervisory or team lead experience** in a healthcare or social services setting.
- Current **CANS-NY certification** for both 0–5 and 6–21 populations.
- Familiarity with **NYS Health Home Serving Children program**, including MAPP/HHTS, CANS-NY tools, and plan of care guidelines.

Preferred Skills:

- Strong understanding of child-serving systems in NYC, including ACS, OMH, OPWDD, and DOE.
- Experience with Medicaid billing and compliance processes.
- Ability to manage multiple priorities and meet deadlines under regulatory oversight.
- Culturally responsive, trauma-informed care approach.

Core Competencies

- **Leadership:** Ability to support, guide, and develop team members.
- **Communication:** Strong verbal and written communication; professional interactions with families and multidisciplinary providers.
- **Cultural Humility:** Understands the intersectionality of race, socioeconomic status, and health disparities in urban youth populations.
- **Detail-Oriented:** Committed to accuracy in documentation and reporting.
- **Crisis Management:** Capable of supporting staff and families through behavioral health, housing, and family stability crises.

Work Environment and Travel

- Hybrid model: combination of office-based, field-based, and remote supervision.



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- Travel within the five boroughs of NYC required (home visits, community resources, team meetings).
- Must be available for periodic evening hours and emergency supervisory support.

Certifications and Licensure

- **Required:**
 - Active **CANS-NY certification** (0–5 and 6–21)
- **Preferred:**
 - LMSW, LCSW, LMHC, or other NYS licensure

To Apply

Qualified candidates are encouraged to submit their **resume** and a **brief cover letter** highlighting their relevant experience and CANS-NY certification status to:

BetterUrbanHealth@gmail.com

