



Better Urban Health

Children's Care Manager

The Collaborative For Better Urban Health

A NYS Medicaid Children's Health Home Care Management Agency

Location: Manhattan | The Bronx | Brooklyn | Queens | Staten Island | Westchester Co., | Rockland Co., | Westchester Co., | Nassau and Suffolk Co.

Department: Healthcare Superheroes

Job Title: Care Manager

Reports To: Director of Care Management

Salary Range: Commensurate with experience

About Us

Established in 2019, The Collaborative For Better Urban Health, LLC., a New York City & New York State Designated, Credentialed & Fully Insured MWBE Certified multi-service community-based healthcare support agency, was created to address quality health service voids in communities of color. To better service disenfranchised people, we specialize in pairing our clients with quality healthcare providers reflective of their race, culture, ethnicity and lived experiences.

At **The Collaborative For Better Urban Health**, we envision a world where every child has access to comprehensive, coordinated care that supports their physical, emotional, and developmental well-being. As a New York State Medicaid-designated Children's Health Home Care Management Agency, we specialize in providing intensive, person-centered, and community-integrated care coordination services. Our innovative **Healthcare Superheroes Department** is dedicated to making a measurable difference in the lives of our young clients and their families.

We are seeking experienced, passionate, and highly organized **Care Managers** around New York State to join our growing team of Children's Healthcare Coordination professionals.

Position Summary

The **Care Manager** will be responsible for coordinating a full spectrum of services for Medicaid-eligible children and youth (ages: Pregnancy 0–21) with serious emotional disturbances (SED), chronic medical conditions, and/or developmental disabilities. This includes providing trauma-informed, culturally competent, and family-driven care coordination based on the CANS-NY assessment framework. The Care Manager will operate within the principles of the Health Home model and will play a key role in advocating for and empowering families to navigate complex systems of care.



Essential Duties and Responsibilities

- Conduct **comprehensive assessments** using **CANS-NY 0–5 and 6–21** tools to develop and implement individualized care plans.
- Monitor progress and coordinate services in collaboration with families, medical professionals, behavioral health providers, educational systems, child welfare, and other community-based services.
- Utilize **Foot Hold Care Management software (AWARDS)** to document assessments, care plans, case notes, and progress reports in compliance with Health Home standards.
- Facilitate regular interdisciplinary team meetings and maintain consistent communication with all care team members.
- Provide ongoing support and crisis intervention, ensuring timely updates to service plans based on changes in client status or needs.
- Perform some home visits, community outreach, and tele-health engagements to ensure child safety, service delivery, and family support.
- Attend required supervision, training, and agency meetings to maintain compliance and improve practice standards.
- Adhere to all confidentiality regulations, HIPAA guidelines, and agency protocols regarding sensitive client data.
- Support children and families in understanding and exercising their rights to appropriate and accessible care and services.

Minimum Qualifications

To be considered for this role, applicants **must meet all of the following qualifications:**

Required Certifications and Compliance

- **Must have** active and updated CANS-NY 0–5 and 6–21 certifications (must be current at the time of application)
- **Must be** proficient in **Foot Hold/AWARDS** care management software
- **Must have** comfortable working knowledge of NYS Health Commerce System (**HCS**) and the applications within, especially the Uniform Assessment System (**UAS**)
- **Must have** current NYS Mandated Reporter Certification
- **Must have** ability to pass a Criminal History Records Check as required by NYS DOH and OCFS

Education and Experience

- **Bachelor's degree required** in Social Work, Psychology, Human Services, Public Health, or a related field



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- Master's degree considered a strong a plus
- Minimum **2 years of experience** in care coordination, case management, or any verifiable child-serving systems
- Direct work experience with Medicaid-eligible children/youth and knowledge of Health Home policies

Preferred Skills and Core Competencies

- Strong reading and reading comprehension skills
- Strong organizational skills with the ability to manage a caseload and meet strict deadlines
- Knowledge of child development, trauma-informed care, and family systems
- High level of cultural competency and experience working in diverse urban environments
- Strong interpersonal and communication skills with the ability to build trust and rapport with families
- Commitment to equity, advocacy, and systemic change to improve health outcomes in underserved communities
- Ability to work independently in the field and as part of a collaborative, multidisciplinary team
- Fluency in a second language (especially Spanish, Haitian Creole, Mandarin, or Arabic) **is a MAJOR plus**

Work Environment and Expectations

- **Hybrid work model: Home visits, office-based documentation, and remote case conferencing**
- Travel within assigned boroughs and regions of NYC or NYS is required
- Must maintain reliable transportation or access to public transit
- Flexible schedule to accommodate client and family needs (some evenings/weekends may be required)

Benefits and Support

- Competitive per-diem, hourly salary based on experience and qualifications
 - Professional development opportunities, including CEUs and agency-sponsored training
 - Supportive team culture that values self-care, collaboration, and innovation
 - Opportunity to grow within a mission-driven agency creating tangible change in children's health equity
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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

Please use subject line: **Care Manager – Healthcare Superheroes Application**

The Collaborative For Better Urban Health is an Equal Opportunity Employer.

We are committed to building a diverse and inclusive workforce. All qualified applicants will receive consideration without regard to race, color, religion, gender identity, sexual orientation, age, national origin, disability, or veteran status.

