



Position/Job Title: Associate Manager, Population Health Services
Reports to: Executive Director
Approved/Revised Date: October 30, 2017
Job Code: 400
Pay Class: Management

Summary:

IHP's Population Health Services team delivers innovative patient-centered initiatives and services impacting the overall health and wellness of individuals and the entire populations to which they belong. Reporting to the Executive Director, the Associate Manager, Population Health Services is responsible for the day-to-day functional leadership and management required to deliver outstanding population health services to employers, customers, and providers.

Responsibilities include program enhancement, planning, implementation of strategy, and oversight of programming, including, but not limited to, care management, condition management, and utilization management. In addition, the Associate Manager mentors, guides, and manages staff in all designated functional areas. He/she coordinates improvement activities, analyzes program data, and ensures alignment with organizational mission, vision, values, and strategic initiatives and reports routinely to the executive management team. He/she also serves as a liaison with customers, employers, physicians, and community agencies.

Associate Manager Responsibilities & Expectations

While an Associate Manager in any functional area will have specific responsibilities related to his/her areas of responsibility, his/her greatest and first priority is performance as a leader. The following responsibilities and expectations describe how the Associate Manager fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that is tied to IHP's mission and strategic plan and that provides clear direction for the team.
2. Serves as a model for his/her team and other IHP staff related to IHP's culture. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
3. Serves as a leader in Mastermind work with his/her team related to the principles of the 5 *Dysfunctions of a Team* and IHP's culture.
4. Mentors and guides his/her staff for the specific purpose of supporting them, helping them grow, and ensuring they can be successful.
5. Demonstrates genuine care and concern for his/her staff, building a team that honors the individual and builds strong, healthy team dynamics.
6. Communicates openly with his/her team, the management team, and executive management. Fosters open and productive communications in all situations. Builds competencies within his/her team to communicate openly and effectively.

7. Sets high expectations for personal and team performance and provides the necessary support systems to ensure the team can deliver. Assumes responsibility for the successful performance of each of his/her direct reports and his/her team as a whole.
8. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.
9. Provides the executive management team with routine performance reports related to functional areas of responsibility and participates in related planning and program adjustments.
10. Manages specified staff of IHP. Identifies and removes barriers for staff. Develops staff goals and professional development plans to support IHP's strategic plan. Conducts performance appraisals, and provides training and mentoring.
11. Participates in and contributes to a highly-functioning Associate Manager team with fellow Associate Managers.

Essential Functions:

12. Leads, coordinates, implements, and monitors organizational strategy related to population health services programs including care management, condition management, and utilization management.
13. Fosters innovation and problem solving with population health services staff and ensures collaboration and coordination between population health services staff, related project teams, and other functional areas of IHP.
14. Utilizes exemplary writing skills in both content and structure to convey ideas, celebrate successes, communicate issues or concerns, and report routine information.
15. Develops and maintains new and existing collaborative relationships with providers and their staff, employers, vendors, customers, and community stakeholders.
16. Manages the relationships and coordinates activities with vendors, customers, employers, consultants, and others needed to effectuate a program of excellence in keeping with IHP's mission, vision, and values.
17. Analyzes performance data related to functional areas of responsibility and implements continuous improvement activities as appropriate to ensure optimal performance.
18. Leads and coordinates routine communication and reporting with customers, employers, and provider offices related to population health initiatives and services, including care management, condition management, and utilization management.
19. Develops, implements, monitors, and revises the population health services programs and work plans.
20. Practices "cascading communications" principles to ensure that all stakeholders are fully informed about population health initiatives, progress, milestones, and updates.
21. Participates in research studies related to his/her areas of responsibility as appropriate.
22. With executive management, participates in expanding business and developing new business lines.
23. Maintains a thorough understanding of care management programs and initiatives, including governmental programs and those of commercial payers, attends related meetings, and develops productive relationships and partnerships in support of these programs.
24. Collects data, conducts data analysis, and prepares reports for programs within areas of responsibility including condition management, care management, and utilization management.
25. Leads and coordinates content for the Care Management Collaborative.

26. Provides guidance and education to practice care managers to ensure success and outstanding service to our practices.
27. Completes performance and productivity reporting in areas of responsibility, including appropriate collection of performance data, data analysis, and report development and preparation.
28. Coordinates with fellow Associate Managers and their teams on health plan initiatives related to transitions of care, emergency department utilization, clinical measures, and financial requirements.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Identifies and implements process improvement initiatives related to IHP's population health programs including care management, condition management, and utilization management.
2. Develops plans of action and conducts evaluation, data analysis, surveys, focus groups, or other means of obtaining input on population health services improvement and new program development.
3. Coordinates with Executive Director in obtaining clinical oversight/input as needed to meet the goals of the program.
4. Ensures documentation of population health services initiatives is accurately and completely captured.
5. Oversees the preparation and maintenance of appropriate documentation of activities, including care management, condition management outreach and engagement, and utilization management.
6. Develops, implements, and monitors adherence to policies, procedures, and timeliness for population health programs.
7. Maintains a broad view of health care issues and changes that may impact IHP.
8. Represents IHP on state, regional, and community groups.
9. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, and customer service standards.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
11. Performs related duties as assigned.

Education/Experience (Minimum Requirements):

Bachelor's degree in Nursing, Business, Health Care Administration, or similar health care related degree required; Master's Degree preferred. Attainment of *Certified Health Coach* certification required within one year.

Specific Knowledge, Skills, Licenses, Certifications, etc.:

Experience:

Minimum five years of professional experience in health care. Health Plan experience desired. Proven experience in program implementation. Previous management experience required.

Skills:

Communication	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving skills
Computer skills	Organizational skills
Microsoft Excel, Word, Access	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	Self-Care/Stress management skills

Licensure:

RN with current Michigan license in good standing preferred.

Accountability/Authority:

The Associate Manager has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP’s financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision making ability. In addition, the Associate Manager must be able to manage multiple priorities, frequent change, and high expectations.

Comments:

Commitment to continuing professional development. Experience working with diverse populations. Travel is required with this position.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.