

PCM Manager
Center for Living & Working

Looking to join a dynamic agency whose mission is to empower persons with disabilities to take active roles in their lives and the community in which they live. Join our dedicated team as manager of our PCM department. CLW has provided independent living supports and services to the disabled community for over 40 years.

Benefits:

- Generous time off
- 403 B with company match
- Health, Dental, short and long term disability insurance
- Paid employee parking

Responsibilities:

- Responsible for the overall daily management of the delivery of all Personal Care Management (PCM) services to include direct service to consumers and upholding all requirements within the MassHealth, SCO, and One-Care PCM contracts.
- Remain current on state and federal regulations of the PCA Program and any internal policies and procedures of CLW.
- Primary liaison to MassHealth, SCO and One Care plans for all communications related to PCM service issues and regulations.
- Responsible for the staffing, development and supervision of all PCM staff including Clinical staff, Administrative team and PCM Skills Trainers.
- Work across teams to ensure the department is operating efficiently and processes are streamlined so that CLW meets contract requirements and Consumer's needs are met.
- Lead staff meetings, trainings and 1:1 supervisions, which includes agenda development and drafting meeting minutes;
- Represent CLW at community events and meetings as required, ensuring that the mission and resources reflect changes in community needs;
- Conduct ongoing quality management of consumer case files and clinical evaluations to ensure all evaluations meet contract requirements;
- Work with the AED of Programs and Services to ensure the department is meeting contract and regulatory compliance through quality assurance and audit preparation practices.
- Liaison between PCM Program, FI, and consumer when necessary.

- Oversee the coordination, preparation and accuracy of various monthly billings while working closely with Accounting Department.
- Responsible for data management and for generating, analyzing and timely submission of all reports for all PCM contracts.
- Review MassHealth and One Care clinical evaluations for completeness and accuracy based on consumer's needs;
- Outreach and marketing of Programs and Agency.
- Other duties as may be assigned

Qualifications:

- Bachelor's Degree in nursing, human service field, or equivalent work experience
- Demonstrated ability to develop and implement service delivery systems, policies, and procedures
- Excellent verbal, written, and interpersonal skills, including the ability to interact with diverse populations
- Personal knowledge of disability issues preferred
- Working knowledge of Windows and Microsoft Office applications

Person with disabilities encouraged to apply

Job Type: Full-time, salaried exempt