



*SteppingStone Adult Day Health is San Francisco's largest provider of adult day health care. Licensed by the State Department of Public Health and certified as a Medi-Cal provider with the California Department of Aging, the organization has worked tirelessly since 1983 to help seniors and disabled adults thrive and overcome the obstacles to independent living by providing a cost-effective, stimulating, and comprehensive set of health and social services. SteppingStone also operates three supplementary programs under the umbrella of adult day health care – Enhanced Care Coordination that focuses on community living and an aging-in-place approach, the LGBTQ+ Community Services program and the Alzheimer's Day Care Resource Center.*

*The Enhanced Care Management (ECM) Project at SteppingStone is a program designed to provide comprehensive care coordination and management services to individuals with complex medical and behavioral health needs. The program is aimed at improving the health outcomes and quality of life for participants, many of whom are elderly or disabled and require multiple services and treatments. The program is funded through the California Department of Health Care Services and operates under the state's Medi-Cal managed care program. ECM has been successful in improving health outcomes and reducing hospitalizations for participants, while also providing much-needed support and resources to caregivers and families.*

#### **JOB DESCRIPTION – ECM LEAD CARE MANAGER**

##### **Job Summary:**

Under the supervision of the ECM Program Director, the Lead Care Manager is responsible for providing high-quality care coordination and management services to patients enrolled in the Enhanced Care Management program at SteppingStone Adult Day Health. The Care Manager will work closely with patients and their families to develop a personalized care plan that meets their unique needs and goals, and will provide ongoing support and guidance to ensure that the patient is receiving the best possible care.

##### **Duties and Responsibilities:**

- Conduct initial assessments of program participants' health needs and goals.
- Develop personalized care plans in collaboration with program participants and their families.
- Coordinate care with healthcare providers and community resources.
- Monitor participant progress and adjust care plans as needed.
- Accompany program participants to appointments.
- Provide patient education and coaching on managing chronic conditions.
- Facilitate communication and collaboration among healthcare providers.
- Document patient care and progress in electronic health record system.
- Participate in team meetings and quality improvement initiatives.
- Stay up-to-date on the latest research and best practices in care coordination and management.
- Perform other duties as assigned.
- **Qualifications:**
- Bachelor's degree in nursing, social work, public health, or a related field.
- 3-5 years of experience in care coordination and management.
- Experience working with older adults and individuals with chronic conditions.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Knowledge of community resources and healthcare services.

- Proficiency in electronic health record systems.

**Working Environment:**

Must be able to safely perform all physical and manual movements needed for job functions. Must be able to carry out job instructions promptly and willingly, and to follow established procedures accurately. And must be flexible, positive and cooperative in solving problems and working with other staff in constantly changing and sometimes stressful circumstances.

**Physical Demands:**

- The Lead Care Manager may need to stand, sit, or walk for extended periods of time, and may need to lift or move patients or equipment weighing up to 50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

SteppingStone is requiring vaccination of its employees for COVID-19 and an initial booster.

SteppingStone is dedicated to providing equal employment opportunity for all employees and applicants on the basis of merit without regard to race, color, religion, sex, age, marital status, gender identity or gender expression, sexual orientation, national origin, ancestry, physical or mental disability, AIDS/HIV status, medical condition (cancer and genetic), pregnancy, military or veteran status, or any other classification protected by applicable anti-discrimination laws.

I have read the above and understand my duties and responsibilities as an ECM Lead Care Manager.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name