

## CareAdvantage Program Manager

<p><b>Only open to candidates residing in California</b></p>	<p><b>Opportunity to make a difference in your community</b></p>	<p><b>Position not eligible for sponsorship</b></p>
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Responsible for program development, integration, and execution in support of departmental processes, operations, and administrative efficiency for the CareAdvantage department. Responsible for engaging with internal and external stakeholders to develop, manage, and improve programs related to HPSM's CareAdvantage members. The Program Manager provides operational support and relationship management for ongoing contracted provider and vendor delivered programs, with a focus on quality, accessibility, sustainability, and integration within HPSM.

### Position overview

- Manage program(s) from initiation through delivery and monitor for continuous improvement
- Serve as primary point person and relationship liaison with external partners and vendors
- Provide input into designing strategies for alignment with functional unit goals and objectives
- Develop methods, techniques, and evaluation criterion for obtaining results
- Plan, execute and evaluate program initiatives to improve performance. Deliver results to a wide range of audiences
- Participate cross-functionally in business planning to support HPSM initiatives with a focus on member/population care and compliance to Federal and State standards
- Educate and work with external partners as needed to identify innovation opportunities and improve processes and outcomes
- Contribute to project teams, assigning and monitoring work of team members and providing guidance and leadership
- May act as the business unit liaison to corporate initiatives and projects
- Educate and work with external partners and participating practices as needed to identify innovation opportunities and adopt improvement actions
- Utilize robust key performance indicator dashboards to reflect impact of programs
- Appropriately escalate concerns to supervisor while holding stakeholders accountable
- Engage in critical thinking and creative problem solving, appropriately pivoting program priorities to meet business needs
- Continuously align program goals with departmental and enterprise-wide goals

### Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

#### Education and experience

- Bachelor's Degree in Business Administration, Public Health, Health Care Management, or Public Policy required. MBA, MPH or MPP preferred
- Minimum one (1) year of managed care experience preferably with Medicare/Medi-Cal experience
- Minimum three (3) years of project/program management experience
- Experience with quality improvement/process improvement techniques

#### Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint
- Relationship Building and Interpersonal Skills
- Financial/Quantitative Acumen
- Change management, process improvement and redesign
- Organizational behavior skills with a focus on driving for results
- Project management, program evaluation and consulting skills

- Knowledge of accrediting/regulatory body requirements

**Ability to:**

- Work cooperatively with others
- Work as part of a team and support team decisions
- Communicate effectively, both verbally and in writing
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Think critically and make informed decisions

**Salary and benefits**

**The starting salary range** depends on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply, submit a resume to [careers@hpsm.org](mailto:careers@hpsm.org).**

*Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.*