



cascade comprehensive care, inc.

Job Description

Job Title: Director of Customer Experience & Health Equity

Department: Operations

Reports To: Chief Operations Officer

FLSA Status: Exempt

Physical Strength: Light (L)

Prepared By: Donarski

Prepared Date: April 2022

Approved By: Oksen

Approved Date: April 2022

SUMMARY

The Director of Customer Experience & Health Equity will provide leadership and drive results for all aspects of Health Equity and Social Determinants of Health, and member experience and engagement. In addition, this position serves as the Health Equity Officer. This role will be responsible for strategic and operational planning for areas of responsibility. This will include business processes, key performance metrics, collaboration, project management and operational excellence by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Provides operational leadership for member services strategy and initiatives, such as member experience, outreach, and engagement.
2. Promotes community networking and engagement with key stakeholders, providers, state agencies, and member advocates to address health equity and Social Determinants of Health (SDoH).
3. Serves as the Health Equity Officer and develops and implements the Health Equity strategy and plan.

JOB DUTIES

- Facilitates a high-quality implementation of member onboarding and their necessary connection points.
- Oversees the member retention efforts and member surveys.
- Directs and validates appropriate productivity, engagement and performance metrics are established and met, and ensures department goals and Key Performance Indicators (KPIs) are routinely communicated to key partners and throughout the organization.
- Ensures effective use of operational analytics to proactively monitor, forecast and identify trends in member services and engagement.
- Oversees member communication campaigns and collateral to ensure outreach is effective and positively impacts the target audiences.
- Remains current with healthcare industry trends and best practices to drive efficient member service and engagement.
- Ensures policies and procedures are established and maintained to ensure efficient operations and compliance with federal and state regulatory and contractual requirements.
- Ensures the member perspective is appropriately represented and integrated into member services operations and shared across the various departments.



- Collaborates with internal departments and external parties to continually enhance the member experience and engagement model.
- Implements and optimizes workforce management tools for resource planning and balancing.
- Instills work culture of continuous process improvement, engagement, innovation and quality to realize operational and member experience excellence.
- Leads the development of vision, strategy, and goals for member experience and engagement, health equity, and SDoH for the organization.
- Participates in the strategic planning process for the organization.
- Provides leadership in Klamath County to align resources and strengthen the infrastructure to create an environment of continual community engagement, learning and connecting to advance health equity and SDoH through the implementation of the health equity program.
- Provides effective continuous communication with leadership, staff, and the public of the work of advancing health equity and SDoH, including development of common definitions, training materials, delivering presentations, and providing reports on program operations.
- Serves as a resource to leadership, staff, and community partners advocating for change and provides technical assistance to partners that seek to adopt policy, systems and environmental change to advance health equity.
- Monitors progress towards achieving the goals and strategies for health equity, SDoH, member services and engagement.
- Leads teams and provides project direction and support to team members.
- Builds and maintains close relationships with key influencers to positively impact health equity and SDoH in the community.
- Participates in state and community/county committees.
- Maintains confidentiality and complies with HIPAA rules and regulations.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with members and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.



SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Member Services and Health Equity departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree from four-year college or university is required, Master's degree is preferred; and four to six years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from members, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

COMPUTER SKILLS

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

This position does not require any certificates, licenses, or registrations.

PHYSICAL DEMANDS

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.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, or crawl.



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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.
