



CCF Provider Network & Quality Care Specialist

RISE is an emerging leader in coordinated, crisis respite and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The CCF Provider Network and Quality Care Specialist is a skilled professional responsible for the development and coordination of the provider network for the Children Come First (CCF) program and oversight of quality care for the program.

The CCF Provider Network and Quality Care Specialist must respect people of all socioeconomic and racial/cultural backgrounds and must be competent in performing all duties associated with this position. They must possess high levels of comfort, skill, and respect in working with people of many different life experiences and beliefs. The CCF Provider Network and Quality Care Specialist is required to express themselves clearly, compellingly, and honestly in written and verbal communications. They must be physically and emotionally prepared to meet the needs of the agency during working hours.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision, values and diversity statement of the agency, to work in a coordinated manner with other employees and community partners, provide culturally relevant, equitable and inclusive care and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

Position Responsibilities:

Direct Service

1. Develops and directs the provider contracting and rate setting process in accordance with appropriate statutory regulations and state standards to maximize quality effective services for the CCF program.
2. Assumes lead role in provider auditing on an annual basis.
3. Develops and maintains the Provider Manual for CCF.
4. Analyzes service capacity and quality data using HS Web App/MHM and other means as necessary.
5. Develops strategies to create a network that is diverse and dynamic and meets service needs (including non-traditional services, natural supports, and community resources for individuals enrolled in CCF).
6. Maintains positive working relationships with key persons in related systems that will lead to improved participant contact outcomes and coordination of services.
7. Provides primary oversight of contract requirements pertaining to quality in all areas of CCF,

and coordinates with Respite and Wraparound Director of and Program Supervisors to ensure quality standards are being met.

8. Analyzes utilization data and provides oversight of care plans for CCF program participants.
9. Provides orientation and support to CCF staff in areas of quality improvement and provider network.

Administration:

1. Participates as a member of the RISE Extended Leadership Team.
2. Participates in the back-up on-call schedule.
3. Informs supervisor of intra-agency/interagency issues relevant to provider network and requiring attention as issues are discovered.
4. Attends and participates in staff meetings and other meetings as required.
5. Participates in review and revision of existing policy and procedure to maintain effective practices.
6. Promotes positive team morale and team effectiveness.
7. Suggests budget recommendations for relevant areas of oversight.

Program Development & Implementation:

1. Develops and manages the provider relations process including communication with providers, provider credentialing, appeals, complaints, and training requirements as outlined in State and County contracts for the CCF program.
2. Participates in the ongoing development of HS Web App/MHM as necessary and relevant to the needs of the Children Come First program.
3. Assumes lead responsibility in researching, analyzing, reporting and implementing strategies to improve the quality and effectiveness of the CCF Program. Reports the data to external committees as required.
4. Serve on committees designed to ensure cost-effective, quality services for the Children Come First Program, including CERB, CBRB, and QA/PI committee
5. Provide leadership in partnership with Program Supervisors to develop policies and procedures necessary to achieve evidence-based programs and meet contractual requirements.
6. Assumes lead responsibility in audits of CCF by the State or Dane County Department of Human Services.

Required Qualifications:

- Bachelor's Degree in any of the following fields: Psychology, Social Work, Human Services, Health Administration, Business Administration, or closely related field with a minimum 5-year relevant work experience or a master's degree in any of the fields listed above with a minimum of 3 years relevant work experience.
- Demonstrated organizational experience related to credentialing, licensing, or adherence to standard processing, administrative process-driven tasks, external correspondence, and information management.
- Demonstrated written and verbal communication skills
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook, and Power Point; and willingness to learn new skills as needed or required
- Ability to pay attention to detail and a commitment to quality and the timely completion of

duties

- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Demonstrated ability to work as a member of a team

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to operate and handle keyboards and computer controls. May be requested to lift materials of up to 20-30 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible and written means.

Application Instructions:

Send completed resume to hr@risewisconsin.org

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources

RISE

2120 Fordem Ave

Madison, WI 53704

If you need technical assistance or an accommodation during the application/hiring process, please email us at hr@risewisconsin.org or call (608) 250-6334.

- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.