

JOB VACANCY NOTICE

October 21, 2009

Program Specialist-Contract Coordination

Time Limited through June 2010

New York City Managed Care Consumer Assistance Program (NYC MCCAP)

Union Grade XI

Program Description:

The New York City Managed Care Consumer Assistance Program (NYC MCCAP) is a program of the Community Service Society of NY (CSS) and administered by the New York City Department of Health and Mental Hygiene. With a network of 24 agencies located in all 5 boroughs, the NYC MCCAP helps clients obtain, use and keep their health insurance.

Job Description:

The NYC MCCAP Program Specialist, also referred to as a Contract Manager, is the MCCAP agencies' point person for CSS. Contract Managers supervise the work of MCCAP agencies and support their efforts to educate community members about the public health care system and to provide one on one consumer assistance on a wide variety of issues regarding access to health care and coverage, which help the staff improve their skills. Contract Managers should be able to understand and resolve complicated cases, identify trends from their review of agencies' case work and participate in collective efforts to improve New Yorkers' access to health care and coverage. The Contract Manager is asked to provide written summaries of cases and trends on an as needed basis. The Contract Manager's responsibilities include:

- Supervise and monitor the performance of contracts with agencies' of up to \$1,000,000. This will involve review of case work, site visits to each agency, evaluating off site community trainings and developing plans for corrective action to improve an agency's performance when necessary.
- Provide technical assistance and training to agencies on health insurance eligibility and access, under the guidance of the MCCAP's Quality Assurance Manager.
- Research health insurance issues that need to be addressed through technical assistance.
- Design and implement support plans to build the health advocacy capacity of agencies. of education programs on managed care and public health insurance.
- Assist in the design, development and implementation of education programs on managed care and public health insurance.
- Assist in the development and implementation of processes to identify, recruit and contract with prospective CBO subcontractors.
- Analyze case data and identify health policy trends and provide information to NYC MCCAP staff and network agencies on the various policy issues affecting public health insurance in NYC.
- Participate in NYC MCCAP and external meetings to track policy and programmatic changes occurring in all the health insurance programs.
- Assist with NYC MCCAP projects as required.
- Participate in other activities and perform related duties as may be required.

Job Qualifications:

- Bachelor's degree required. Master's degree in Public Administration, Public Health or Public Policy or comparable experience in related area is preferred.
- A minimum of two (2) years experience with public benefits, health insurance and managed care policies required.
- Ideal candidate must be a self-starter with a strong sense of initiative.
- Experience with contract or grants management a plus.
- Excellent skills in oral and written communication and research required specifically in health policy arenas.
- Bi-lingual candidates are encouraged to apply.

Submit resume and cover letter to:
Community Service Society of New York
Human Resources Department MC-13
105 East 22nd Street
New York, NY 10010
Fax 212-614-5336 or email cssemployment@cssny.org
EOE