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# Example of Supervisor, Care Job Description

Our innovative and growing company is hiring for a supervisor, care. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for supervisor, care

* Be responsible for coordinating services provided for residents
* Supervise care delivery and to maintain service care plans
* Accept full supervisory responsibility for up to six full-time Clinical Coordinators (LGSWs who carry a caseload of 8-10 children and conduct weekly home visits)
* Assist the A&G and Health Plan team with contacting members, providers and internal matrix partner in order to resolve grievances
* Assist the Health Plan Transportation team with resolving member transportation issues
* Documenting issues into the Health Plan complaints tracking log located on the HP SharePoint
* Assist with the completion of state monthly reports
* Claims and clinical documentation research knowledge
* Able to work with a SharePoint, Healthcare Management Authorization systems, Claims processing systems, and other software applications (CSP Facets, Sales Force, NDB)
* Ensure that departmental customer satisfaction levels and service levels are achieved

## Qualifications for supervisor, care

* Current Pediatric Advanced Life Support (PALS) certification (required within 90 days)
* Minimum five (5) years relevant RN work experience
* Ability to effectively manage the activities and personnel of an Urgent Care department and/or other assigned departments
* Excellent oral and written communication skills to interact with internal and external customers
* Ability to identify strategies to resolve issues and implement solutions
* Ability to work productively and effectively under pressure, remaining flexible with shifting and conflicting priorities