



Community Care Network

Rutland Mental Health Services & Rutland Community Programs

Community Care Network is looking for a Manager of Care Coordination to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human service

About the Role:

The Manager of Care Coordination is responsible for the leadership, planning, administration, and oversight of care coordination services, including the Bridge Care Program and Home and Community-Based Services (HCBS) program. This position ensures that individuals receiving services through the Shared Living Program and other Developmental Services-funded programs are supported with the highest level of quality, coordination, and compliance during Vermont's transition to conflict-free case management. The Manager provides regular supervision to Care Coordinators, ensuring services are delivered in accordance with all regulatory and programmatic requirements while promoting positive outcomes for individuals served.

Principal Responsibilities:

- Lead the planning, development, and oversight of care coordination services for individuals supported through HCBS and the Bridge Care Program.
- Ensure that individuals' quality of life is maintained or enhanced and that their personal rights are respected and safeguarded.
- Support the agency's transition to conflict-free case management and collaborate closely with designated Case Management Organizations (CMOs) to ensure continuity of care and services.
- Build and maintain strong working relationships with individuals, families, guardians, providers, community partners, state agencies, and CMOs.
- Monitor and support coordination efforts between service providers, CMOs, and interdisciplinary teams to ensure individuals receive appropriate services and supports.
- Ensure compliance with all applicable agency, state, and federal regulations, policies, procedures, and HCBS requirements.
- Assist staff in navigating changes related to Payment Reform, conflict-free case management, and evolving statewide systems and expectations.
- Support effective communication and coordination during transitions in services, providers, housing, staffing, or funding.

- Contribute to agency-wide strategic planning efforts and the Local System of Care Plan.
- Provide clear expectations, proactive coaching, constructive feedback, and regular supervision to direct reports to support professional growth and accountability.
- Assist in resolving conflicts and problem-solving with Care Coordinators, providers, teams, individuals served, and guardians.
- Ensure the timely implementation of new policies, procedures, and guidelines, including coordinating staff training and communication regarding updates.
- Monitor staff performance and ensure evaluations, feedback, and mandatory training requirements are completed on time.
- Lead regular staff and team meetings to promote communication, collaboration, consistency, and professional development.
- Participate in the recruitment, interviewing, and hiring of new staff and providers as needed.
- Attend meetings, trainings, in-services, and supervision sessions to remain current with best practices, regulations, and statewide initiatives.
- Participate in the DS Leadership Team on-call rotation to provide 24/7 crisis support coverage.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree in related field preferred; equivalent experience may be considered.
- Minimum of 4 years of experience in developmental services, with experience in care coordination or service management preferred.
- Qualified Developmental Disabilities Professional (QDDP) certification required.
- Previous leadership or management experience required.
- Strong leadership skills (i.e. accountability, follow through, coaching techniques, constructive feedback, multitasking...etc.).
- Proficiency with computers, experience entering data into electronic medical records (EMR) program.
- Strong writing and organizational skills in order to receive and convey information in efficient and effective manner.
- Ability to respond in emergency situations appropriately.
- Commitment to person centered services, community inclusion and individual choice.
- Must have a valid driver's license, reliable transportation with personal automobile liability insurance coverage at or above the levels mandated by the State of Vermont.
- *Successful completion of a criminal history background check after hire.

Benefits:

- Competitive Salary - \$63,000 - \$70,500
- Comprehensive Benefit Package

- o 401(k)
- o 401(k) matching
- o Dental insurance
- o Employee assistance program
- o Flexible schedule
- o Flexible spending account
- o Health insurance
- o Health savings account
- o Life insurance
- o Paid time off
- o Professional development assistance
- o Retirement plan
- o Tuition reimbursement
- o Vision insurance
- Career Training and Development

Our work is guided by our core values of Trust, Accountability, Respect, Cultural Competence, Person-Centered, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.