

**Job Description – Manager, Value Based Performance**

**Job Title: Manager, Value Based Performance**

**Department:** Care Management Admin

**Supervisor:** VP, Value Based Performance

**FLSA Status:** Exempt

**Prepared By:** TH

**Prepared Date:** 9/6/22

**Approved By:** KG

**Approved Date:** 9/12/22

**Summary**

The **Manager, Value Based Performance drives** reporting and operational activities of the fast-growing company's various value-based contracts ranging from MSSP ACOs, Medicare Advantage Plans, and Commercial ACOs. This position will be accountable for driving improvement across value-based contracts through improved reporting and operational tactics. Duties will include utilizing internal MPG data and external payor data to identify opportunities in risk adjustment, quality, medical costs, and efficiency that can improve quality and lower the cost of care. Works closely with the company's internal stakeholder/operations teams to ensure appropriate and meaningful collaboration drives results. The position works on multiple projects as a subject matter expert in a fast-paced environment for the support of executive management, physicians, and other internal clients.

**Essential Duties and Responsibilities:**

* Generates and acts upon reporting related throughout all aspects of value based care
* Produces reporting related to contract performance and operational activities
* Identify and research anomalies and outliers in data
* Collaborates with quality and risk adjustment departments to enhance reporting and performance
* Create, review and submit weekly, monthly, quarterly, annual, and ad-hoc management reports and analysis
* Develop proactive analyses comparing company results to industry data to evaluate program performance for internal management and internal clients
* Participates in project teams, analyzing and making recommendations on various new programs, projects or ventures
* Prepares reports, presentations and other documents and presents these materials in meetings
* Reviews, identifies, and interprets problematic areas and advises the best course of action to correct the data based on research
* Maintains a working knowledge of relevant Government and third-party health care initiatives in which the company participates. It is assumed, in order to maintain these skills, that relevant seminars, books, periodicals and regulations be routinely reviewed
* Performs other related duties as assigned or requested

***Supervisory Responsibilities***

Directly supervises assigned employees. 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..

***Education and Experience:***

**Required Minimum Education/Experience:**

* Bachelor’s Degree Required
* Minimum 4 years of experience working in a payor or healthcare provider organization

**Preferred Education/Experience:**

* 6+ years of experience working in healthcare provider organization, specifically with roles in value based care/population health
* Project Management Skills
* Provider organization knowledge
* Experience leading teams

**Required Skills and Abilities**

* Attention to detail
* MS Office, Expert Knowledge in Excel
* Critical thinking skills
* Ability to work with technical and non-technical stakeholders
* Desire to learn / Intellectual curiosity

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Coaching - Facilitating the development of other's knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Delegation of Authority and Responsibility - Allocating decision-making authority and task responsibilities to appropriate direct reports; utilizing direct reports' time, skills and potential effectively.

Developing Organization Talent - Developing direct reports' skills and competencies by planning effective development activities related to current and future jobs.

Follow-up - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Individual Leadership/ Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

**Qualifications** 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.

**Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

Advanced Excel skills required (Pivot tables, lookups, indexing, if statements, etc.).

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Certificates, Licenses, Registrations:**

None required.

**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.

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; climb or balance and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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 depending on business activity of the office.

**Receipt and Acknowledgement**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_