Lowell House Addiction Treatment and Recovery  
Care Coordinator Supervisor for the Greater Lowell Behavioral Health Community Partnership Program.

OUR COMPANY
Lowell House Addiction Treatment and Recovery (LHATR), a private, non-profit addiction treatment service agency located in downtown Lowell, has been the premier addiction treatment and recovery service provider in the Merrimack Valley for over 48 years.

Lowell House provides a full range of day, outpatient, residential and community programs located in Lowell, Tewksbury and Lawrence Massachusetts. The Greater Lowell Behavioral Health Community Partnership (BHCP) is a partnership between LHATR and the Lowell Community Health Center (lead agency).

GREATER LOWELL BEHAVIORAL HEALTH COMMUNITY PARTNERSHIP
The Greater Lowell Behavioral Health Community Partnership is a Mass Health driven program that serves individuals with significant mental health needs including serious mental illness and substance use disorder(s). The goal of the program is to connect identified members to community resources and providers that support their treatment goals and to provide ongoing care coordination to support members in maintaining connection to these resources/providers.

OUR PURPOSE, SOCIAL IMPACT, AND AGENCY CULTURE
With the opioid and other drug overdose epidemic affecting our country, we have been at the forefront and the premier, non-profit organization for almost fifty years in the Merrimack Valley area addressing this problem.

The purpose of our existence has been to assist members of our local community in receiving treatment and overcoming substance use disorder through addiction treatment and non-clinical programs like peer recovery coaching and the Recovery Café.

Lowell House is a Mission focused agency that provides a relaxed, friendly, and supportive work culture that offers excellent pay and a generous benefits package to all our employees.

WHAT WE’RE LOOKING FOR
We are looking for a full-time, salaried Care Coordinator Supervisor to join the BHCP Lowell House team.

We are looking for a candidate who can meet the high demands of working with complex individuals who struggle with mental health, substance use disorders, trauma, medical conditions, and socioeconomic challenges. In addition to that we are seeking someone who can work well with others in a team setting while also maintaining administrative expectations such as documentation and organization of various items.

LHATR is proud to serve an extremely diverse population through our various programs without regard to their race, color, religion, pregnancy, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Because we strive to mirror the population we serve, we strongly encourage those who possess, come from, or identify with any of the characteristics named above to apply.

YOUR EXPERIENCE/BACKGROUND DETAILS
Our ideal person will possess a minimum of a bachelor’s degree, Master’s Degree Preferred. This individual should be able to demonstrate cultural sensitivity; this individual will need to be an effective team member with an ability to work effectively with co-workers and community providers. Strong ability to connect and
communicate with others is important as this person will be primarily involved in providing oversight to the work done in the community with other team members. Having relationships with providers and entities in Greater Lowell is an advantage. Plus, feeling confident and comfortable utilizing a database and spreadsheets is essential to this role.

OUR PAY

Because we value our employees, the pay for the Care Coordinator Supervisor ranges from $22 to $24 per hour ($45,000 - $50,000 annual salary). Of course, the more experience, applied knowledge, and proven talent you have, the higher your pay rate.

YOUR WORK HOURS

The work hours and days will be determined at hire and be flexible to meet the employee and program needs.

JOB SUMMARY

The Care Coordinator Supervisor, under the direction of the Division Director of Outreach, will ensure compliance with the BHCP Contract responsibilities and will be a point of contact responsible for integrated care coordination, care management, and care transitions in collaboration with individuals served, medical and behavioral health providers, pharmacies, various social service agencies and other agencies and supports as indicated. The Care Coordinator Supervisor is responsible for administratively supervising and providing workflow guidance to the BHCP team at Lowell House including 2 community health workers, RN, and Recovery Coach.

ESSENTIAL FUNCTIONS

- Directly provide administrative and clinical supervision to the team (CHWs, RN, and Recovery Coach) including but not limited to weekly clinical supervision to review client/staff needs and dynamics, review and approve requests time off/flex time requests from staff, and maintain Lowell House standards per guidance of the employee handbook and guidance given from CPO and CEO.
- Support Recovery Coach in collaboration with the Assistant Director of Outreach/CO-OP.
- Support BHCP RN in collaboration with Greater Lowell BHCP Lead RN.
- Manage workflow processes (and meeting with staff daily to review) including, but not limited to: assisting with Comprehensive Assessments (CHA), care team formation and planning, Person-Centered Treatment Planning (PCTP) development and implementation, and ongoing care management including transitions of care.
- Participate in daily Morning Huddle Calls with Lowell Community Health Center and Wellforce to review daily ED/Inpatient clients and develop plans for care coordination and utilization of staff appropriately to meet the needs of the program for follow up after discharge.
- Collaborate with referral agencies, ACOs, Community-based Organizations and others to create efficient systems or care coordination and management; eliminate duplication when possible.
- Identify and address needs for interpreter services, cultural needs and preferences.
- Review and approve completion of CHA Assessments and PCTPs to ensure compliance with contract expectations, timelines for quality measures.
- Meet with the leadership team at Lowell Community Health Center BHCP on weekly/bi-weekly or as needed basis to discuss changes to program delivery. Attend and report back to Division Director changes and outcomes from partnership meetings with Lowell Community Health Center BHCP team.
Continuously identify and resolve barriers to ensure compliance with quality measures, and financial needs of the program to meet the Per Member Per Month Qualifying Activity (PMPM QA).

- Participate in supervision with the supervisor as required.
- Complete all documentation in a timely manner.
- Participate and facilitate in training as required.

**JOB COMPETENCIES**

1. Able to work and problem solve independently.
2. Strong organizational skills with attention to detail.
3. Demonstrates an ability to actively listen and respond to questions and concerns of staff, members, and other stakeholders.
4. Practices discretion in all aspects of the job.

**REQUIRED EDUCATION AND EXPERIENCE**

- Master’s degree in health-related field preferred or willing to consider Bachelor’s degree and applicable experience in community-based behavioral health support programs as a community health worker, peer specialist, or recovery coach, with supervisory experience.
- Strong problem solving skills.
- Experience with accessing local resources, navigating health, behavioral health and/or substance abuse treatment systems and knowledge of local Community-based Organizations for SUD treatment.
- Excellent communication, documentation, time management and organizational skills.
- Valid driver’s license with a reliable and appropriately insured vehicle.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS**

- Must be able to manage constant change at a moment’s notice
- Self-starter able to self-direct and manage their assigned schedule and budget their time appropriately
- Possess a desire to learn and grow within the organization
- Familiarity with the community based medical, behavioral health, and substance use and addiction treatment providers and systems in and around Lowell is a significant plus.

**THE DETAILS OF THE JOB**

**POSITION:** Care Coordinator Supervisor  
**REPORTS TO:** Deanna Iandolo, Division Director of Outreach

**HOW TO APPLY**

Please send a resume and cover letter to Lisa Foley HR Director Ifoley@lowellhouseinc.org or contact Deanna Iandolo at diandolo@lowellhouseinc.org.