



**charlotte center
for legal advocacy**

justice lives here.

5535 Albemarle Road
Charlotte, NC 28212
Telephone: (704) 376-1600
Fax: (704) 376-8627

Unit Manager, NC Medicaid Ombudsman

Full-Time

WHO WE ARE:

Charlotte Center for Legal Advocacy (Advocacy Center), a non-profit provider of civil legal assistance to low-income persons in the Charlotte region, seeks a full-time Unit Manager of the NC Medicaid Ombudsman Program to support its Family Support and Healthcare Program (FSHCP). More information about the Advocacy Center can be found at our website: www.CharlotteLegalAdvocacy.org.

The North Carolina Medicaid Ombudsman is a joint program led by Legal Aid of North Carolina in partnership with Charlotte Center for Legal Advocacy and Pisgah Legal Services. The NC Medicaid Ombudsman helps North Carolina Medicaid beneficiaries understand the Medicaid program and resolve issues with their managed care health plans. We offer help if people with Medicaid have trouble getting access to health care, and we connect people to resources like legal aid, social services, housing resources, food assistance and other programs. We provide free, confidential support and education about the rights and responsibilities people have under NC Medicaid.

ROLE:

The NC Medicaid Ombudsman Unit Manager is responsible for the management and supervision of the Advocacy Center's NC Medicaid Ombudsman staff and budget. The Manager will collaborate with Legal Aid of North Carolina and Pisgah Legal Services Ombudsman Managers to accomplish the operations and objectives of the NC Medicaid Ombudsman Contract. This includes, but is not limited to, establishing and implementing referral mechanisms, assuring that legal staff have input in ombudsman trend monitoring, coordinating outreach and media work, and joint substantive training with other FSHCP staff.

RESPONSIBILITIES:

- Monitor and review Ombudsman Unit compliance with Ombudsman intake, case closing and case management systems
- Develop and implement community education and outreach activities for the program
- Coordinate and lead the state-wide NC Medicaid Ombudsman training team

- Coordinate monthly Trend Monitoring deliverables based on the NCMO schedule
- Responsible for monitoring and providing guidance to NC Medicaid Ombudsmen state-wide who submit questions regarding NC Medicaid Managed Care, public benefits, or other Social Determinants of Health-related concerns

KNOWLEDGE AND SKILL REQUIREMENTS:

- Experience in project management and implementation of new programming at a nonprofit
- Knowledge and understanding of the NC Medicaid System and NC Prepaid Health Plans
- Experience working with vulnerable populations and demonstrated ability to provide culturally competent customer service with a commitment to equity
- Experience with data reporting and analysis
- Prior supervisory experience preferred
- Self-motivated, able to work independently
- Detail-oriented, accurate and organized
- Ability to create, communicate, understand, remember, and carry out complex instructions
- Strong interpersonal skills and the ability to work well with a team
- Proficiency in MS Office, including Word, Excel, Power Point and Adobe PDF Professional; experience with LegalServer Case Manage software preferred
- Ability to effectively communicate and collaborate with co-workers and clients in virtual meeting settings
- Bachelor's degree required; Juris Doctor (JD) or relevant graduate degree preferred

WORK SCHEDULE:

Charlotte Center for Legal Advocacy supports a hybrid work schedule with core work hours, Monday – Friday, 8:00 am – 5:00 pm daily, Monday-Friday except NC State holidays. Occasional weekend and evening availability is required. Hybrid work schedules are subject to management approval and a probationary employment period.

SALARY:

This position is a full-time, salary exempt position. The annual salary range begins at \$60,145 for individuals with a JD, and \$44,080 for those without a doctorate based on current salary scales. Upward adjustments are available based on years of relevant experience.

BENEFITS:

The Charlotte Center for Legal Advocacy offers a generous leave and benefits package, including medical, dental and vision coverage at 100% for employees, 22 paid days of general leave increasing proportionately with tenure, 15 paid holidays and 100% employer-paid professional liability. Charlotte Center for Legal Advocacy also offers parental leave;

life insurance; long- and short-term disability insurance; and a salary reduction option for a flexible spending account or health savings account.

TO APPLY:

Submit a cover letter; resume; and the names, phone numbers and e-mail addresses of three professional references (including at least one former supervisor) to careers@charlottelegaladvocacy.org.

Charlotte Center for Legal Advocacy considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, or any other legally protected status.

Deadline: Applications will be reviewed on a rolling basis with a preference for applications received by **May 17, 2024**.