



Director of Care Coordination, QUADRANT VIRTUAL CARE MANAGEMENT LLC (“Quadrant Virtual Care”)

Reports to: President, ASD Diagnostic Products

Location: San Antonio, TX

COMPANY

Our goal at Quadrant Virtual Care is to provide access to evidence-informed autism diagnostic services for children and their parents/guardians through telemedicine in order to expedite diagnoses and facilitate earlier access to appropriate interventions. We intend to increase community access to expert opinion for caregivers searching for answers about their child’s social development or for primary care physicians who understand the importance of early diagnosis, but do not feel confident in diagnosing ASD in the primary care setting.

JOB SCOPE

We are seeking a Director of Care Coordination who is motivated to lead development, implementation and improvements of all aspects related to linking children and their families to the appropriate services and resources that drive optimal health outcomes in a patient *and* family-centered virtual care model. The ideal candidate will have a strong interest in autism and other behavioral health and developmental disorders. We’re looking for someone who is passionate about improving pediatric health care processes, and eager to be part of a mission driven company focused on novel approaches to autism diagnostics.

Responsibilities include but are not limited to:

- Work closely with leadership to develop overall strategy and direction of the care coordination program
- Develop comprehensive resources for parents/caregivers to be directed to as part of the virtual care diagnostic journey
- Develop and maintain an internal database of national treatment providers of autism
- Coordinate partnerships with various thought leaders and providers in the autism community to develop and constantly improve the database of service providers that patients may seek for treatment following a diagnosis
- Build and manage a team to implement care coordination that will improve the diagnostic timeline and subsequently increase access to therapeutic interventions, ultimately leading to positive experiences for families and improved health outcomes
- Develop SOPs and train the team to implement such SOPs associated with care coordination
- Assess and summarize patient satisfaction and experience metrics to executive level management in order to inform operational changes to the family experience
- Work cross-functionally to implement and oversee project timelines associated with changes to the family services and care coordination process
- Analyze and monitor key metrics and develop quality improvement initiatives to ensure efficient and effective referral processes that surpass current industry standards

KNOWLEDGE, SKILLS AND ABILITIES

- A deep understanding of the model for autism diagnostic and treatment services in the U.S., including the variety of services provided to individuals with autism (e.g., ABA, OT/PT, ST)
- Efficient, hardworking and self-motivated
- An excellent communicator, with the ability to provide and receive constructive feedback
- Able to motivate a team to provide compassionate and trusted care coordination to families
- Must be flexible and adaptable to change readily with a driven and positive mindset
- Must be analytical and able to actively assess opportunities for improvement

WORK ENVIRONMENTS AND HAZARDS

This position requires sitting for extended amounts of time with a majority of the tasks requiring typing at a computer station.

PHYSICAL DEMANDS

This position is mainly a stationary position involving sitting most of the time but may involve walking or standing for brief periods of time.

QUALIFICATIONS

Minimum Qualifications

- Bachelor's degree required
- 3+ years of experience in healthcare with roles focused on customer support or patient experience
- 2+ years of first-hand experience with the clinical services model for autism spectrum disorder

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