Health Services Manager

Quality Care Partners | Zanesville, OH (Hybrid/Remote/Onsite Options Available)
Reports to: Health Services Director
Status: Exempt

Join Our Team

Quality Care Partners is seeking an experienced and motivated **Health Services Manager** to lead the daily operations of our Case Management, Utilization Review (UR), and Drug Utilization Review (DUR) programs. This leadership role is responsible for overseeing program performance, ensuring regulatory compliance, supporting quality improvement initiatives, and developing a high-performing team focused on delivering exceptional outcomes for members and clients.

Key Responsibilities

- Lead and manage Health Services operations to ensure high-quality, efficient, and compliant service delivery.
- Supervise and support Case Management, Utilization Management, and Intake staff while promoting employee engagement and accountability.
- Monitor departmental performance, analyze operational data, and implement process improvements to achieve organizational goals.
- Oversee clinical operations, including utilization review, case management, appeals, and delegated review activities.
- Ensure compliance with regulatory, accreditation, contractual, and quality standards.
- Collaborate with leadership on strategic initiatives, budgeting, workforce planning, and operational excellence.
- Perform other duties as assigned.

Qualifications

Required

- Current and active unrestricted licensure in a U.S. state or territory.
- Bachelor of Science in Nursing (BSN).
- Minimum two years full-time equivalent providing direct clinical care experience.
- Ability to obtain and maintain required certifications and qualifications.
- Current and active URAC recognized certification in case management within three (3) years of directly supervising a case management program that has been accredited by URAC.

Preferred

- Previous leadership, supervisory, team lead, or operational management experience.
- Certification in specialty area.

What We're Looking For

The ideal candidate is a collaborative healthcare leader with strong operational, clinical, and people-management skills. They excel at driving quality outcomes, improving processes, maintaining compliance, and developing engaged, high-performing teams.

Our Values

Caring • Excellence • Improvement • Accountability

Equal Opportunity Employer

Quality Care Partners is committed to fostering an inclusive workplace and is proud to be an Equal Opportunity Employer. We welcome applicants from all backgrounds and experiences.

Apply today to join a team dedicated to improving healthcare quality, outcomes, and service excellence.