



Job Title: HCBS Manager
Reports To: Assistant Director
FLSA Status: Full Time, Exempt
Department: Medicaid Waiver Services
Location: M4A - Hybrid

Position Summary:

The HCBS Manager oversees all aspects of M4A's Home and Community-Based Services Department, which includes the Elderly & Disabled Waiver Program, Initial Assessment Team, Personal Choices Program, Hospital to Home Program, ACT Waiver, and Transition Waivers.

This position provides daily supervision, guidance, and monitoring of the Medicaid Waiver Services (MWS) Program to ensure all contractual and quality standards are met. The HCBS Manager develops and maintains partnerships and contracts—public and private—with oversight from the Executive Director and Assistant Director.

As the agency expert on Medicaid Waiver Programs, the HCBS Manager ensures all programs meet the highest quality standards, uphold ethical practices, and maintain M4A's reputation for professional, compassionate service to Alabama's elderly and disabled populations.

Essential Duties and Responsibilities:

1. Program Oversight and Quality Assurance

- Conduct monthly supervisor meetings to review cases, documentation, client concerns, and outcomes.
- Review and analyze Medicaid Waiver reports monthly to ensure compliance and program quality.
- Oversee program outcomes, quality assurance, and quality improvement strategies, and outcome tracking.
- Develop and implement new program initiatives and assist with strategic planning.
- Monitor service expansion, ensure appropriate safety and supervision for all clients.
- Submit accurate and timely reports to ADSS, Medicaid, and ICNs.

2. Staff Supervision, Training, and Development

- Directly supervise the Lead Case Manager (LCM), Personal Choices Supervisor, Transition Coordinator, Hospital to Home (H2H) Coordinator, and Quality Assurance Manager.
- Provide daily guidance and oversight to LCMs, Case Managers II, Supervisors, and Coordinators.
- Conduct weekly, monthly, or as-needed Medicaid Waiver staff meetings to promote effective communication and team collaboration.
- Maintain Medicaid Waiver personnel files for annual review and compliance.
- Collaborate with the Lead Case Manager to develop and deliver staff training programs, including new employee onboarding and continuing education.
- Assist with interviewing, hiring, and disciplinary actions as needed.
- Provide case management support when required.

3. Client and Partner Relations

- Work with the Initial Assessment Team to increase participation in the Elderly & Disabled Waiver Program and the ACT Waiver Program each quarter.
- Build and maintain positive relationships with agencies, facilities, and service providers.
- Maintain strong working relationships with other agencies, facilities, and service providers to ensure effective coordination of services.
- Serve as liaison between clients and agencies, advocating for client needs.



Job Title: HCBS Manager
Reports To: Assistant Director
FLSA Status: Full Time, Exempt
Department: Medicaid Waiver Services
Location: M4A - Hybrid

- Develop partnerships with ICNs and other community stakeholders to expand service capacity.
- Conduct consultation with staff regarding cases involving seniors, individuals with disabilities, and children.

4. Administrative and Reporting Responsibilities

- Prepare and maintain accurate electronic case records, reports, and forms in compliance with agency standards.
- Complete all required paperwork and documentation in a timely and professional manner.
- Participate in joint meetings, problem-solving efforts, and interdepartmental collaboration to support agency goals.
- Respond to Medicaid Waiver crises and promptly notify the Assistant Director and Executive Director.
- Perform other duties as assigned to support M4A's mission and departmental objectives.

Knowledge, Skills, and Abilities:

- Strong oral and written communication skills in diverse settings.
- Proficient in computer use and technology applications.
- Ability to engage effectively with clients, families, and partners throughout the service process.
- Strong organizational and time management skills.
- Team-oriented and open to constructive feedback.
- Knowledge of social work principles, interviewing techniques, and ethical standards.
- Ability to maintain effective working relationships with clients and colleagues.
- Knowledge of English grammar, spelling, and punctuation.

Education and Experience:

Required:

1. Bachelor's degree in social work (BSW) from an accredited college or university; a master's degree (MSW) is preferred. Licensure or license-eligibility in Alabama required within six months of hire.
2. Minimum of **2–4 years of supervisory experience** in social services, case management, or home and community-based programs.
3. Knowledge of state and federal regulations governing Medicaid Waiver Programs and aging services.
4. Experience working with older adults and individuals with disabilities.
5. Demonstrated leadership, staff supervision, and program oversight experience.

Preferred:

1. Prior leadership experience within an Area Agency on Aging or related community-based organization, ideally supervising multiple programs or teams.
2. Experience managing or coordinating Medicaid Waiver Programs or similar home and community-based services.

Work Environment / Schedule:

- Hybrid position with a mix of in-office and remote work.
- In-office presence required for meetings, supervision, and trainings; other tasks may be completed remotely.
- Occasional travel to client sites or partner agencies may be required.



Job Title: HCBS Manager
Reports To: Assistant Director
FLSA Status: Full Time, Exempt
Department: Medicaid Waiver Services
Location: M4A - Hybrid

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.

Ability to meet the attendance requirements for the position.

Ability to “drive” to locations necessary to accomplish for position / program work.

Ability to occasionally lift and/or move up to 10 pounds.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.

How to Apply

Please submit the following to Lisa Adams, Director of Human Resources, at Ladams@m4a.org by **Friday, 10/24:**

- Resume
- Cover letter
- List of three professional references
- Salary requirements