

WORK VAPOR

Job Link: <https://workvapor.com/jobs/patient-success-supervisor-70k-90k-remote-leadership-232445/>

HIRING ORGANIZATION

Cadence

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: United States

DATE POSTED

? 09/22/2026

PATIENT SUCCESS SUPERVISOR – \$70K-\$90K – REMOTE LEADERSHIP

BASE SALARY

USD 70000 - USD 90000

DESCRIPTION

Patient Success Supervisor

Company: Cadence

Location: United States

Work Type: Fully Remote

Employment Type: Full-time

Schedule: Tuesday–Saturday, 10:00 AM–7:00 PM Eastern Time

Compensation: \$70,000–\$90,000 OTE per year

Contact Details

Accommodation Email: people@cadencerpm.com

Application: Apply through Cadence's official careers page

About Cadence

Cadence is a clinical AI company focused on chronic disease care.

Its technology supports patient monitoring, risk identification, and care coordination. The company works with more than 20 health systems and serves more than 100,000 patients.

About the Position

Cadence is hiring a Patient Success Supervisor to lead and develop a team of Patient Success Advocates and Senior Patient Success Advocates.

The supervisor will oversee daily patient-facing operations and support team performance. The position also includes managing escalations and improving workflows that affect

patient access, quality, efficiency, and trust.

The role will use frontline feedback to create practical process improvements. It will also support technology and AI solutions that improve work for patients and team members.

Work Schedule

- Full-time remote position.
- Tuesday through Saturday.
- 10:00 AM–7:00 PM Eastern Time.
- United States-based position.

Key Responsibilities

Team Leadership

- Supervise Patient Success Advocates and Senior Patient Success Advocates.
- Provide daily coaching.
- Support team accountability.
- Support employee engagement.
- Help team members grow professionally.
- Manage team performance.
- Give regular feedback.

Performance and Quality

- Monitor team volume.
- Track response times.
- Monitor schedule adherence.
- Review documentation quality.
- Track patient satisfaction.
- Identify performance trends.
- Investigate root causes.
- Implement process improvements.
- Improve patient access.
- Improve operational efficiency.
- Improve the patient experience.

Patient Escalations

- Serve as the main escalation point for complex patient interactions.
- Handle challenging patient situations.
- Support difficult enrollment or service cases.
- Ensure patient interactions are documented accurately.
- Maintain timely documentation in applicable systems.

Daily Operations

- Manage daily channel assignments.
- Monitor staffing coverage.
- Adjust resources based on service levels.
- Respond to changes in patient volume.
- Respond to staffing changes.

- Maintain appropriate pipeline coverage.

Training and Development

- Conduct team meetings.
- Conduct one-on-one meetings.
- Provide training sessions.
- Communicate operational updates.
- Support recruitment activities.
- Support onboarding.
- Participate in performance evaluations.

Cross-Functional Collaboration

- Work with other departments.
- Identify recurring patient issues.
- Identify workflow gaps.
- Identify system gaps.
- Turn frontline feedback into practical improvements.
- Support a positive and inclusive team environment.
- Align team operations with Cadence's mission and values.

Technology and AI

- Support AI-enabled workflows.
- Help build technology-supported tools.
- Automate repetitive patient-facing tasks.
- Automate repetitive agent-facing tasks.
- Improve team efficiency.
- Streamline reporting.
- Support daily management activities.
- Maintain quality and privacy standards.
- Maintain appropriate human oversight.

Required Qualifications

- High school diploma or equivalent required.
- Associate's or Bachelor's degree preferred.
- At least 2 years of patient-facing or customer service experience.
- Healthcare experience strongly preferred.
- At least 1 year of supervisory experience required.
- Team lead experience may also qualify.
- Strong leadership skills.
- Strong communication skills.
- Strong interpersonal skills.
- Experience coaching team members.
- Experience managing performance.
- Experience giving feedback.
- Ability to support team accountability.
- Ability to work in a fast-paced environment.
- Strong ownership and curiosity.
- Systems-thinking approach to recurring problems.
- Strong problem-solving skills.

- Sound judgment under pressure.
- Ability to manage multiple priorities.
- Strong attention to detail.
- Experience using performance metrics.
- Experience with volume metrics.
- Experience with response time metrics.
- Experience with schedule adherence.
- Experience with documentation quality.
- Experience with patient or customer satisfaction metrics.
- Ability to provide compassionate service.
- Ability to provide culturally responsive service.
- Comfort using AI productivity tools.
- Experience with tools such as Gemini or Notion AI is helpful.
- Ability to use AI within structured workflows.
- Ability to use AI while maintaining privacy and safety standards.

Preferred Qualifications

- Knowledge of medical terminology.
- Knowledge of chronic disease management.
- Experience working remotely.
- Experience with remote patient monitoring.
- Experience supporting healthcare technology teams.

Remote Work Requirements

The home office must have stable Wi-Fi with strong upload and download speeds.

A Wi-Fi speed test is required before the interview process to confirm that the required standards are met.

Compensation

The anticipated OTE range is \$70,000–\$90,000 per year.

The position may also include incentive compensation as part of the overall total rewards package.

Actual compensation may vary based on experience, skills, internal equity, location, and applicable law.

Benefits

- Competitive pay and equity.
- Fully remote work.
- Medical insurance.
- Dental insurance.
- Vision insurance.
- Paid time off.
- 401(k) plan.
- 401(k) matching.
- Paid parental leave.
- Home office stipend.

Benefits may vary based on job profile, job level, and worker type.

Equal Opportunity

Cadence is committed to equal opportunity and fairness.

The company considers qualified applicants without regard to protected characteristics under applicable laws.

Application Information

Cadence states that applicants should use its official careers page.

The company states that it will not direct applicants to external websites or request payment or personal information as part of the hiring process. Cadence also states that interviews are not conducted through messaging apps.

Accommodation Contact

For reasonable accommodation during the hiring process, contact:

people@cadencerpm.com

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