Job title

Referral Coordinator

FLSA Class:

Non-Exempt

Department

Medical Clinic

Position Type:

Full Time

Job purpose

The goal of this position is to screen and enroll clients into appropriate social service programs. Provide comprehensive case management, advocacy, and information-referral services to clients. Maintain accurate and timely documentation of services. Maintain service related linkages with government agencies, private sector organizations and other community-based organizations. The Referral Coordinator will report to the CHC Director.

Duties and responsibilities

A. Screen and enroll clients in appropriate programs.
   - Provide excellent customer service to clients.
   - Screen clients to be enrolled in the appropriate programs according to program eligibility and client needs.
   - Collect appropriate documentation as it pertains to assessment requirements and program enrollment.
   - Assist clients in interpreting and completing required medical, personal, and financial forms.

B. Provide intake screening.
   - Provide case management to clients by assessing their needs, develop care plan with client to help move toward independence and self-sufficiency.
   - Conduct in-home or on site client needs assessment.
   - Assist in development of comprehensive care plan for clients.
   - Collaborate with appropriate professionals/agencies to render services to meet clients’ needs.
   - Provide post-assessment follow-up to ensure needs are being met.
   - Provide reassessment and termination procedures when appropriate.

C. Assist clients with advocacy and community resources
   - Coordinate, plan and implement outreach event.
   - Develop and conduct consumer education.
   - Provide consumer advocacy, information and referrals for clients.
   - Maintain and develop resource networks.
• Maintain accurate and timely documentation of services and outcomes in accordance with all agency regulations, standards, guidelines, and requirements.
• Maintain accurate client records and documentation.
• Input patient's basic demographic information and insurance/eligibility status in the management billing/appointment software.
• Submit accurate and complete service data and reports to Department Director and funding sources.
• Establish procedures to ensure clients’ right to privacy and confidentiality is maintained.

D. Professional Development

• Ensure documentation and case notes are in compliance with contractual guidelines.
• Create development plan of strengths, development areas with Director Department.
• Maintain ongoing training opportunities as deemed appropriate to career track.

E. General Office Support

• Establish a comfortable and welcoming environment for clients.
• Provide receptionist coverage, when necessary.
• Attend weekly staff, committee, and other department meetings
• Attend any necessary workshops and trainings, as appropriate or required
• Available to participate in outreach activities or agency-wide events, as requested.

F. Perform other duties as assigned.

Qualifications

• Bachelor’s degree in human services or equivalent (degree may be substituted with a minimum of three years’ experience in human services area).
• Basic computer and Internet skills: MS Word, Excel and Power Point
• Detail-oriented, effective oral and written communication skills. Ability to interact with diverse population and develop good relations with individuals and families.
• Ability to establish and maintain effective working relationships with those contacted in the performance of required duties.
• Able to work independently, take initiative and work effectively while multi-tasking.
• Able to explain designated and specific regulations and procedures to clients.
• Bilingual in English and Chinese (Mandarin and/or Cantonese).
• Available to work weekends if needed.
• Valid California Driver’s license, auto insurance and available transportation.
• Previous experience in government program eligibility and screenings preferred.
Direct reports

Clinic Operations Manager