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|  | HR & Staffing Manual Section  APPROVED: 10/27/2020 |

JOB DESCRIPTION

TITLE: REFERRAL SPECIALIST

REPORTS TO: CLINIC DIRECTOR

LOCATION: ANTIOCH, CA

STATUS: NON-EXEMPT/FULL TIME

PAY: $17/HR

**POSITION SUMMARY**

The Referral Specialist provides administrative support to the health center internal and external referrals. Under the general supervision of the Clinic Director, the Referral Specialist is responsible to ensure that all appointments, required documentation, insurance information and prior authorizations are established with specialty providers, insurance entities and patients. The Referral Specialist acts as a liaison between Brighter Beginnings patients and outside entities to ensure timely responses to patient referral matters. The Referral Specialist is also responsible for perinatal health education and interactions with pregnant and postpartum patients as they navigate BBFHC and community prenatal services. This position provides direct clinical care to patients, prenatal health education, and is responsible for a variety of clerical, lab, education, and follow-up duties. The Referral Specialist will also be doing some Community Outreach and may need to work some weekends and nights.

**QUALIFICATIONS:**

JOB QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree (preferred) from four-year college or university or equivalent in business, nonprofit or public administration; and two years program assistance and/or administrative experience and/or training; or equivalent combination of education and experience.
2. Knowledge of medical insurance and medical terminology.
3. Intermediate computer skills including use of Microsoft Office (Excel and Word), email and electronic medical records systems.
4. Strong analytical, prioritization and organizational skills.
5. Ability to work independently with minimal supervision and to manage multiple priorities.
6. Exceptional communication and interpersonal skills with a high degree of diplomacy and tact.
7. Values, promotes, and is committed to Brighter Beginnings’ Mission.
8. Must be able to speak and write in English and Spanish.

**RESPONSIBILITIES:**

**Patient Care Referral Responsibilities:**

1. Establish provider relationships to increase Brighter Beginnings referral list.
2. Coordinate referral with medical providers and patients.
3. Responsible for the tracking, coordination and communication of patient referrals.
4. Handles requests from third party referral sources and provides relevant information and data.
5. Reviews details and expectation of referral with the potential patient.
6. Assists patients in problem solving potential issues related to financial or social barriers (e.g., request interpreters as appropriate, transportation services, etc.).
7. Ensures that referrals are addressed in a timely manner.
8. Reminds patients of scheduled appointments.
9. Communication with referral sources to ensure patient information/ registration is complete.
10. Communicates patient updates between program and referring source.
11. Follow all written protocols and procedures of the Clinic.
12. Demonstrate courtesy and helpfulness toward patients and their families.

**Other Administrative and Perinatal Health Educator responsibilities:**

1. Provides client orientation to the CPSP program (Comprehensive Perinatal Services Program) as well as explanation of all related PN support services available to BBFHC patients.
2. Participates in trainings provided by the CPSP program to further education and keep current with industry changes, clinical requirements, communication with local and regional representatives of the CPSP program and is a liaison between BBFHC PN Health Educators and the PN Medical/Behavioral Health care team.
3. Transcribes patient history and other tracked data elements into EHR.
4. Checks-out prenatal and postpartum patients after visit with the health educators schedule follow-up appointments, prenatal PCP change, assist with processing referrals, etc.).
5. Assist preparation of chart, including tracking of labs, imaging, referrals and procurement of medical records, for patient visits.
6. Assists with review of patient chart prior to closure related to CPSP services.
7. May provide clinical and operational support for Shared Medical Appointments (“Group” visits) related to the prenatal and postpartum programs.
8. Assists with the ordering and maintaining supplies as well as organization of the prenatal education materials.
9. Participate in community fairs and other events doing outreach and connecting with the community and create awareness for the services Brighter Beginnings offers. Provides leadership for outreach activities.
10. Assist the Front Line Supervisor when needed.
11. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**OTHER JOB REQUIREMENTS**

Job requires passing a background check, passing a TB, Physical Exam, provide updated vaccination records, Hepatitis B vaccination, COVID vaccine, annual flu vaccination.

**SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

I have read and understand the duties and responsibilities of the Referral Specialist.

Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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