

WEST OAKLAND HEALTH COUNCIL, INC.

HUMAN RESOURCES DEPARTMENT
700 Adeline Street, Oakland, California 94607

Phone ☐ (510) 302-3725

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JOB DESCRIPTION

Lead Referral Coordinator

DEPARTMENT: Primary Care

PROGRAM: Primary Care

POSITION: Lead Referral Coordinator

REPORTS TO: Clinic Manager

SALARY: TBD

SUMMARY: Under the direction of the Clinic Manager, the Lead Referral Coordinator directs and supervises all work activity of West Oakland Health Council (WOHC) Referrals Department. The Lead Referral Coordinator monitors compliance with policies and procedures to assure the goals and objectives for the appropriate and timely processing of internal and specialty referrals are met.

QUALIFICATIONS:

1. Minimum education - High School Diploma or its equivalency.
2. Preferred Bachelor's Degree in healthcare related field.
3. At least two years' experience in medical referrals, or other related medical patient support functions in an ambulatory care setting.
4. Must have supervisory experience of at least two years and knowledge of supervisory practices and principles, including work planning, scheduling, review and evaluation and employee training and discipline.
5. Is detailed oriented and works with a high level of accuracy in every aspect of the job.
6. Thorough understanding of medical terminology, payer sources, insurance and program requirements.
7. Is a team player who demonstrates a caring and compassionate commitment to the patient and their unique circumstance.

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8. Demonstrates a high level of interpersonal skills, time management skills, and an ability to meet established productivity standards.
9. Proficient in Microsoft Office and EPIC electronic health record system (EHR).
10. Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.

EXAMPLE OF DUTIES:

1. In coordination with the Clinic Manager, the Lead Referral Coordinator will plan, organize, direct, coordinate and supervise the operations of the referrals department.
2. Provide oversight of daily operations for the department including staffing, training, metrics, performance and reporting.
3. Maintain ongoing tracking and appropriate documentation on referrals to promote clinic team awareness and ensure patient safety using the EPIC EHR system.
4. Coordinate the upkeep of the referral tracking systems used and act as the liaison with IT staff to work with referral staff to resolve any issues.
5. Proficiently track and record reports in the EHR as they are received.
6. Supervise, direct, train and evaluate performance of all referral staff.
7. Effective scheduling of staff and workflow to provide optimum coverage with available resources to meet department goals relating to production and quality.
8. The Lead Referral Coordinator may also schedule referral appointments directly on behalf of the patient.
9. Review details and expectations about the referral with patient, and is point of contact for patients on referral submission progress and updates.
10. Work with staff on developing workflows to remind patient of scheduled appointment via mail or phone.
11. Answer inquiries from clinical teams and patients, provide information, and resolve complaints from the public or other agencies in regards to referrals.
12. Ensure that referrals are processed in a timely manner.
13. Review status on Treatment Authorization Request (TARs) and any other authorizations, requirements of Managed Care Organizations to assure compliance with health plan programs.
14. Follow-up on pending referrals to include sending certified letters to non-adherent patients.
15. Review, manage and follow up on tracking system for pap smears, DME, and mammograms, etc.
16. Responsible for referral report management and reporting to supervisor.

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17. Responsible to audit information entered in the EHR to ensure compliance with capturing necessary data as required by reporting agencies.
18. Investigate difficult cases and is the lead contact for patients or provider inquiries/concerns in obtaining appropriate care for the patient.
19. Utilizes EHR functions to document all pertinent information.
20. Interview, suggest best candidates to hire, perform disciplinary action and performance evaluations for employees.
21. Maintain inventory of office supplies and report equipment needs for the Referral Department.
22. Attend courses/trainings to continue to develop supervisory skills that will enhance the support to manage assigned staff.
23. Perform other related duties as assigned or requested.

GENERAL REQUIREMENTS:

1. Attends work regularly and punctually; is readily accessible during work hours to peers; limits absences from own duty stations and limits visits and activities which distract others from their performance of duties.
2. Works cooperatively with immediate supervisor, with department members, and with other Council staff persons, as required.
3. Treats all patients / clients / visitors with respect and courtesy.
4. Remains competent in skills required for position.
5. During the initial thirty (30) days of employment, becomes and remains knowledgeable about and in compliance with the Council's, and Department policies and procedures in the following areas:
 - a) Confidentiality of patient / client / fellow employee and supplier records.
 - b) Patient's rights and responsibilities.
 - c) Professional and business ethics.
 - d) Continuous quality and improvement.
 - e) Safety and security of person and property.
 - f) Infection control.
 - g) Hazardous materials and waste.
 - h) Life safety and emergency preparedness.
6. Maintains a working knowledge about and in continued compliance with all of those areas listed under item (5) throughout your employment with the Council.
7. Provides care appropriate to the age of the patients / clients / visitors served.
8. Is able to work and/or interact satisfactorily with a workforce and public, which

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are ethnically and culturally diverse.

9. Is responsible for performing other assigned duties which are related to the above, which fall within the scope of this job description.

APPLY: WEST OAKLAND HEALTH COUNCIL
HUMAN RESOURCES DEPARTMENT
700 ADELIN STREET
OAKLAND, CA 94607

BUSINESS HOURS: 8:30 AM TO 5:00 PM — MONDAY THRU FRIDAY

CLOSING DATE: Until Filled

ONLY ORIGINAL (BLUE FORM) APPLICATIONS ARE ACCEPTED.

**W.O.H.C. IS AN EQUAL OPPORTUNITY EMPLOYER;
BILINGUAL APPLICANTS ARE WELCOME**