

## Centralized Referral Team Supervisor

Venice Family Clinic (VFC) is a private, independent non-profit corporation, providing high quality comprehensive primary health care, dental, mental health and child development services to underserved individuals on the Westside of Los Angeles. VFC is a 330e Community Health Center and a Federally Qualified Health Center. Venice Family Clinic’s mission is to provide quality primary health care to people in need. With nine health centers, each year we serve over 20,000 uninsured, low-income and homeless individuals and families in over 90,000 visits, who might otherwise go without critically needed health care services.

In this role, you will serve to ensure specialty care referrals made are successfully processed and monitored for successful completion of the referral. You will develop and monitor compliance with policies and procedures to assure the goals and objectives for the appropriate and timely processing of specialty referrals are met. You will be responsible for day to day operations of the Centralized Referral Team and arranging schedules, supervising referral coordinators, referral tracking. You will train new staff on referral submission and authorization requests, attend monthly meetings and trainings as needed and manage specialty care resources, including serving as liaison with referral agencies.

## Qualifications

- Ability to work with a wide variety of people including patients, medical providers, office staff, and volunteers
- Excellent organizational skills to manage a variety of tasks
- Strong analytical and critical thinking skills, with the ability to quickly analyze problems, determine appropriate level of intervention, and develop and apply effective solutions
- Strong knowledge of referral tracking software and specialized applications and data management systems used in clinic / center operations.
- Proficient Computer skills including Word, Excel, and Outlook
- Excellent interpersonal effective collaborations with all levels of management and staff, consultants, and outside agencies
- Knowledge of healthcare systems
- Oral English/Spanish language skills to communicate effectively

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- Demonstrated supervisory and organizational skills to effectively supervise staff and to manage the complex workflow and multiple priorities involved with clinic / center administration.
- Ability to train staff and volunteers is preferred
- Knowledge of care coordination duties preferred
- Knowledge and/or ability to use electronic medical records, preferably NextGen preferred
- Knowledge of common referrals to medical/social service agencies is preferred
- Strong knowledge of practice operations, patient-scheduling systems, medical and insurance terminology, applicable information systems, patient service standards, and regulatory requirement and best practices preferred

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