



JOIN THE TEAM!

Clinical Referrals Manager

Full Time

Join the Eisner community healthcare team! Founded in 1920, Eisner Health provides high-quality, integrated community healthcare to the underserved population in Downtown Los Angeles, Lynwood, Van Nuys, Panorama City, and Sherman Oaks. As one of the largest providers of accessible, free, or low-cost health and social services in the area, Eisner Health offers a wide variety of opportunities to choose from. So don't delay, we are waiting to hear you!

Quick Facts:

Eisner Health is currently seeking an experienced Referrals Manager! Under the general direction of the COO, the Referral Manager provides leadership to the referral staff by planning and organizing all aspects of the day to day operations of the department and provides the highest quality customer service and clinical care to Health Center clients and patients. The Manager monitors and coordinates all staff functions to include; participation in the hiring process, training and review staff performance, employee schedules to facilitate coverage at all locations, and enforces all Health Center policies, procedures and behavioral standards fairly and consistently. The Manager promotes high-quality cost-effective resource management, optimizes department resources, and recommends/implements new technology and enhancements when appropriate. The Manager also provides expertise, problem identification and data collection for quality improvement initiatives.

Position Description:

- Manages the day-to-day operations of the Referral Department. Oversees the development, utilization and evaluation of internal processes to ensure customer satisfaction, efficient operations, and the accurate and timely resolution for all pending referrals; including those ordered by the Eisner clinicians.
- Maintains and continuously improves referral operations by monitoring timeliness of appointment scheduling, patient notification and obtaining consultation notes to complete each referral.
- Recruits, trains, and develops staff. Initiates and communicates a variety of actions including; employment, scheduling (including time off requests), payroll approval, performance reviews, and disciplinary actions for all referral staff.
- Develops and maintains strong relationships with external specialist groups to convey a positive image of the department and Health Center. Conducts specialist site visits as indicated to insure a timely response for the scheduling of patient appointments.
- Resolves patient, clinician, and specialty group complaints, issues, and concerns. Handles any call escalations that cannot be addressed by the staff. Fosters collaborative relationships with internal and external customers.
- Creates, utilizes and analyzes reports to identify trends and variances and to ensure timely and accurate resolution of the referral order. Makes appropriate recommendations/forecasts regarding referral volume and schedules staffing accordingly.
- Maintains a positive work environment and structure that supports self-directed teams and optimizes the experience, skills, knowledge and capability of the team. Supports team as a 'working manager'.

Requirements and Qualifications:

- Minimum of an Associates' degree required in Business Administration or related degree or 5-7 years equivalent experience in healthcare required.
- Five to ten years of healthcare experience required, of which a minimum of 3 years has been in a supervisor and/or management position preferred.
- Proficient in Microsoft applications. Experience with NextGen, eCW, Epic, i2i, Azara and other EHR and population health tools preferred.
- Must exhibit strong leadership skills: Customer service, team facilitator, performance improvement, problem solving, prioritizing, and integrity. Must Support the Chief Operating Officer on all key strategic initiatives and daily operational task.
- Must possess strong oral and written communication skills, planning skills, problem-solving skills, and change management skills.
- Extremely strong skills in personal diplomacy; demonstrates personal traits of a high level of motivation, team orientation, professionalism and trustworthiness.
- Must possess sound decision-making ability, operate well under pressure and be tenacious in resolving difficult problems.
- Must be able to facilitate change through team building, processes improvement and multi-disciplinary approach.
- Demonstrate ability to work with a diverse group of individuals as well as ability to interface with staff at all levels in the organization, including medical staff.
- Written and spoken Spanish fluency preferred.

In addition to competitive salaries, Eisner Health offers eligible full time and part time employees the following benefits:

- Medical, Dental, and Vision Insurance
- Employer-Sponsored Group Life and Accident Insurance
- Voluntary Supplemental Insurance
- Retirement Plan - 401k
- Employer-Sponsored Long-term and Voluntary Short-term Disability Programs
- Transportation and Parking Subsidies
- Flexible Spending Health and Child Care Plans - Section 125
- Robust Paid Time Off (PTO) Program
- Educational Tuition and CME Reimbursement available to those who qualify
- Employee Assistance Program (EAP)

EEO Statement:

Eisner Health is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Eisner Health does not discriminate on the basis of race, religion, color, sex, gender identity, gender expression, sexual orientation, age, disability, national origin, or veteran status.

TO APPLY, EMAIL YOUR RESUME TO: JFALCON@EISNERHEALTH.ORG