

## **T.H.E. Health and Wellness Centers JOB DESCRIPTION**

**POSITION:** REFERRALS SUPERVISOR  
**DEPARTMENT:** Medical Unit / Operations  
**STATUS:** Full-Time, Non-Exempt  
**REPORTS TO:** Chief Operations Officer

### **POSITION SUMMARY:**

Under the direction of the Chief Operations Officer, this position is responsible for the oversight of the department performance and staffing, referral clerks/coordinators supervision, coordination, and implementation of approved workflows, ensure regulatory compliance with required submission timelines, adherence to policies and procedures, and performs daily data entry, review and analysis for all referrals/authorizations submitted by the health centers timely and accurately.

### **Essential Duties and Responsibilities:**

1. Supervision of all Referral Clerks/Referral Coordinators including, but not limited to daily assignments, attendance, performance evaluations, new hire training/education/competency, and delegation of other duties based on business needs.
2. Responsible for department daily operations for referrals submission, and processing to ensure compliance on required timelines.
3. Referrals entry and processing based on assigned providers or department needs to ensure timely submission, patient communication, and addressing of all referrals/authorizations.
4. Serve as the primary contact/liaison for the Referrals Department.
5. Promote a team-based approach to delivering quality, cost-efficient care where patient satisfaction is the primary goal and implement effective tools to improve operational efficiency and control costs.
6. Promote a positive working relationship with community agencies, external and internal stakeholders.
7. Collaborates with the department, and assists in the development, implementation, and compliance of departmental goals and quality improvement activities, recommend establishment/revision of policies and procedures, budgetary goals, and performance reports.
8. Ensure that all referrals/authorizations are processed within the required timeframe based on urgency.
9. Communicate with providers, clinical and non-clinical support staff, and other departments on updates pertaining to referral submission/follow up to ensure accuracy and completeness of all requested referrals/authorizations.

10. Assist with the development, implementation and compliance of departmental goals, policies, procedures, budgets, and reporting tools.
11. Personnel management, including but not limited to personnel qualification requirements recommendation, drafting procedure manuals, conducting in-service programs, and implementation/validation of record and reporting systems.
12. Facilitate daily/weekly huddle, and monthly department meeting to provide updates, changes, and feedback loop with the Referrals Department.
13. Report progress, operational issues, process improvement, and incidents/grievances to Chief Operations Officer monthly and on as needed basis.
14. Participate and provide department performance/update in monthly QI/QA meetings, and other meetings as required.
15. Other duties as assigned.

**Education and Experience Requirements:**

- Highschool graduate or equivalent.
- Computer proficiency required, EMR user experience highly desirable.
- Excellent organizational skills, oral and written communication skills
- A valid California Driver's license and access to insured automobile
- Two or more years of experience working in a professional setting, healthcare related and/or supervisory experience, FQHC experience preferred.
- Ability to work with population of diverse cultural, educational, social, and economic backgrounds.
- Bilingual English/Spanish preferred.