



Position: Community Referrals Coordinator
Reports to: Program Director
Status: Non-Exempt/Full-Time

Broward Healthy Start Coalition, Inc., (Coalition) is a nonprofit 501(c) 3 corporation located in Fort Lauderdale, Florida that leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Broward County.

POSITION DESCRIPTION

This position will serve as the Community Referrals Coordinator for the telephonic Coordinated Intake and Referral (CI&R) unit and will be responsible for the receiving and tracking of all referrals and assuring service coordination and communication with referral sources. The CI&R unit processes the Healthy Start pre- and post-natal risk screens and community referrals received from the local health department in Broward County, child protective services, health plans, and various community agencies. CI&R staff facilitates an initial intake with all referred clients and links families with the most appropriate services based on their individual needs, with the goal of improving health and developmental outcomes for pregnant women and babies. The majority of the work in this position is performed telephonically and via email and may include coordination visits or meetings at local hospitals or community-based organizations. Candidate must demonstrate the ability to maintain control under pressure, evaluate what needs to be done on a daily basis, and execute a well-organized referral process.

PRIMARY DUTIES

- Ensure referrals are received, confirmed, reviewed, prioritized, and assigned in a timely manner.
- Review accuracy of referrals received and clarify missing or unclear information.
- Perform a comprehensive search of Well Family System (WFS) for each new client to avoid case duplication.
- Coordinate communication with the representative(s) of other agencies to ensure client linkage by phone and/or email. Coordinate video-conferencing meetings and conference calls as needed.
- Track case status to ensure services are being received.
- Review referral and case status information and respond to community agencies, home visitation programs, clients, and/or health plans regarding any referral received or pending linkage to ensure services are received.
- Follow up with the referral source to provide updates or request additional information or assistance to facilitate contact with the client.
- When necessary, schedule a multidisciplinary meeting to address specific situations that put families at highest risk.
- Participate in monthly interdisciplinary meetings with Medicaid health plans facilitated by the Network to coordinate unduplicated client services and provide feedback on case status including home visiting services provided.
- Document all communication with referral sources in WFS timely and accurately.

- Document referral updates and upload all referrals in the client’s case.
- Complete intakes as requested

Administrative:

- Participate in CI&R Statewide Learning Community, including webinars, meetings, etc.
- Develop and maintain strong working knowledge of Florida’s Healthy Start Standards and Guidelines, WFS, CI&R operational policies and procedures, and community resources.
- Participate in CI&R meetings and any required trainings.
- Work closely with the Coalition’s Quality Assurance Coordinator and Service Coordination Specialist to facilitate client services.
- Collaborate with other supervisors and representatives to determine or identify best practices and resolve issues among intake units.
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive staff relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining high-quality service standards.
- Abide by and enforce all agency policies and standards of conduct.
- Adhere to HIPPA guidelines and maintain client confidentiality
- Perform other duties as assigned.

Service Excellence:

- Establish and maintain positive and cooperative working relationships.
- Excellent customer services skills
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining BHSC’s high-quality service standards.
- The incumbent is required to be flexible in providing needed coverage for other designated locations.
- Attention to Detail and demonstrate the ability to multitask
- Demonstrate the ability to maintain control and evaluate what needs to be done to minimize the stresses of working under pressure and meeting deadlines.

Additional Duties:

- Participate in training, supervision, and team meetings, as requested.
- Abide by all BHSC policies and standards of conduct.
- Perform other duties as assigned.

EDUCATIONAL REQUIREMENTS AND EXPERIENCE

Bachelor’s degree preferred in human services, social sciences, social work, nursing, health education, health planning, healthcare administration, or related field with 3 years of community health or social services experience.

High school diploma or Associate’s degree with a minimum of 5 years of experience working in community health or social services.

KNOWLEDGE, SKILLS, AND REQUIREMENTS.

Knowledge of maternal/child issues and local community resources.
Healthy Start program experience preferred, but not required.
Ability to interface effectively with a diverse population.
Professional communication, documentation, and time management skills.
Strong computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and use of the internet.
Ability to be flexible with regards to work location and work schedule, occasionally including evenings or weekends outside of normal business hours, based on business needs.
Must reside in Broward, Miami-Dade or Palm Beach County.

PHYSICAL DEMANDS

Must be able to sit for extended amount of time.
Must be able to bend and stoop.
Frequent use of keyboard and telephone.
Occasional lifting up to 25 pounds

Broward Healthy Start Coalition, Inc. requires all new hires to pass a local and national Level 2 criminal background check prior to being hired. We are an Equal Opportunity Drug Free *Workplace* Employer.

This is to certify that I have read and understand my job description and it has been discussed with me by the supervisor. I have been provided the opportunity to ask questions, they have been answered to my satisfaction, and I agree to perform the duties set forth in my job description.

Employee Name (print): _____

Employee Signature: _____

Date Signed: _____