



Position: Community Referrals Coordinator
Reports to: Connect Supervisor
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 (CRC) for the Telephonic Coordinated Intake and Referral (CI&R) unit, responsible for receiving and tracking all referrals, coordinating services, and maintaining communication with referral sources. CIR is a system that connects pregnant women, Interconceptional women, and families of children under the age of three to services to offset risk factors that may lead to poor pregnancy and/or developmental outcomes. The CI&R unit processes Healthy Start prenatal and postnatal screens and referrals from various agencies in Broward County and SOBRA Medicaid. Approximately 20,000-24,000 referrals are expected to come through CI&R annually.

PRIMARY DUTIES

- Conduct a comprehensive search of the Well Family System (WFS) for each new client to prevent case duplication.
- Review the accuracy of referrals received and clarify missing or unclear information.
- Coordinate communication with other agencies' representative(s) to ensure client linkage via phone and/or email. Coordinate video-conferencing meetings and conference calls as needed.
- Review referral and case status information and respond to community agencies, home visitation programs, clients, and/or health plans regarding any referrals received or pending linkage to ensure timely service delivery.
- Document all communication with referral sources in WFS in a timely and accurate manner.
- Document referral updates and upload all referrals in the client's case, complete intakes as requested.
- Complete intakes and documentation as required
- Investigate and respond to case inquiries from HS providers, home visitation programs, and clients' complaints and/or concerns.
- Participate in CI&R Statewide Learning Community, including webinars, meetings, etc.
- Develop and maintain a 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 training
- Ongoing communication with referral sources and home visitation program to ensure a smooth transition to services
- Assist with training of new hires as needed
- Cover for staff off
- Complete Intakes (a minimum of 50 to 65 intakes per month, if doing other assignments. If only intakes, 95 intakes is the goal)



- Any other duties as designated by the supervisor.

EDUCATIONAL REQUIREMENTS AND EXPERIENCE

- A bachelor's or associate degree in human services, social sciences, social work, nursing, health education, health planning, healthcare administration, or related fields is preferred, with at least 3 years of experience in community health or social services.
- Experience with the Healthy Start program is preferred but not required.

QUALIFICATIONS

- Ability to interface effectively with a diverse population.
- Professional communication, documentation, and time management skills.
- Strong computer skills, proficiency in Microsoft Office (Excel, Word, Outlook), and internet experience.
- Ability to be flexible about work location and schedule. Periodically requiring evenings or weekends beyond standard business hours, as necessary.
- Must reside in Broward, Miami-Dade, or Palm Beach County.
- Regular in-office attendance is an essential function of the job

PHYSICAL DEMANDS

- The ability to remain seated for prolonged periods is required.
- The capability to bend and stoop is necessary.
- Regular use of a keyboard and telephone is expected.
- Occasional lifting of items weighing up to twenty-five (25) pounds is required.

Remote Workdays: Remote work must be coordinated in advance with both the Supervisor and the Director to ensure adequate operational coverage.

Availability: All staff are expected to be available and responsive for required interactions, including all-staff events, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Community Outreach: Participation in a minimum of two (2) community outreach events per year is required. These events may be scheduled on weekdays or weekends.

SALARY:

Range - \$47,000 - \$54,500.

Broward Healthy Start Coalition, Inc. requires that all new hires pass a criminal background check before being hired. We are an Equal Opportunity Employer.