

Position Title: Referrals Coordinator
Program: Brooks Respite and Recovery Center/Klamath Basin Recovery Center
Program Location: Redmond, Oregon
Supervisor: Program Director
Employment Status: Full Time, Regular
FLSA Classification: Non-Exempt, Hourly
Salary/Wage : \$17.00 - \$22.31 DOE

Summary: The Referrals Coordinator works under the general direction of the Detox Program Supervisors and will be responsible for managing all incoming referrals via fax and/or online requests as well as incoming calls from clients. This position serves as the “first line” in customer service and public relations. Works in conjunction with the Central Intake Coordinator to get clients scheduled for entrance into the detox treatment programs.

Job Relationships:

- Reports to: Program Director
- Employees Supervised: None

Specific Duties:

1. Primary responsibilities will be to take all incoming referrals by phone and fax.
2. Completion of referral screenings.
3. Adding referral applicants into the EHR.
4. Screening for medical concerns that includes review of the PDMP and EHR.
5. Works collaboratively with medical providers to obtain medical approvals for admission.
6. Calling clients to coordinate admissions for Redmond and Klamath Falls Residential Programs.
7. Serves as the primary contact for the CET group to coordinate expedited referrals.
8. Verifies insurance and assists the billing department in the preauthorization process as needed.
9. Confirming intake appointments for client’s day before admission.
10. Attends interagency meetings and training as required.
11. Provides coordination and follow-up with social service agencies, medical providers, and other allied agencies and institutions to ensure continuity of care and an integrated service system.
12. Conducts all work consistent with an appropriate professional code of ethics.
13. Protects confidentiality and client rights of all program participants of BestCare Treatment Services at all times according to policy and procedure.
14. Regular attendance is an essential function of this position.
15. Complete documentation within agency stated timelines.
16. Performs other duties as assigned that support the overall objective of the position.

Minimum Requirements:

- CMA and/or two years’ experience in a medical office required.
- Familiarity with medical terminology and generalized knowledge of medical experience in a Call Center, and/or customer service business environment preferred.
- Ability to prioritize and coordinate multiple tasks in a busy environment is necessary.
- Extensive experience with computers and technology including MS Windows, Excel, and Intranet/Internet navigation tools, as well as system content is essential.
- Strong demonstrated verbal, written, problem-solving, and presentation skills is required.
- Ability to work in a self-directed manner while interacting with customers, physicians, and departmental partners.
- Typing by touch required.
- Must be comfortable with working in a high-volume, customer service environment.
- Must be efficient, productive, and thorough while dealing with potential clients over the phone.
- Excellent public relations and ability to work in a team environment is required.
- Satisfactory criminal history check conducted through the Oregon Department of Human Services.

Tools and Equipment Used:

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment such as fax, telephone, and photocopy machine.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)