

## Good Neighbor Free Medical Clinic of Beaufort

Name:		Location:	974 Ribaut Rd, Beaufort, SC
Job Title	<b>Referral Specialist</b>	Position Type:	Hourly, Part Time 12-16 hrs/week
Department/Group	Paid Staff	Reports To:	Clinical Director

### JOB DESCRIPTION

A 12-16 hour per week position that works closely with the clinical staff and volunteers to connect patients with needed medical resources.

### ROLE AND RESPONSIBILITIES

The Referral Specialist role is a vital part of the quality of care provided to Good Neighbor Clinic (GNMC) patients. This role will interact with patients and all clinical staff and volunteers. The Referral Specialist reports to the Clinical Director and works closely with the lead RN and providers to ensure all specialty care referral paperwork is complete, understood and entered in the EHR accurately. This role will work closely with all collaborative partners and serve as GNMC's conduit by maintaining clear communications and positive relationships. This role also assists with follow-up related to any outside referrals (ie. missing documentation, missing provider notes, no-shows, lab orders, diagnostic tests).

Specific duties include, but are not limited to:

### DAILY CLINIC OPERATIONS

- Works with patients and clinical staff/volunteers to ensure everyone involved understands what is required of them when a referral is made.
- Coordinates referrals with collaborative partners.
- Keeps up to date documentation of all referrals to include the status of each.
- Coordinates with the Clinical Director or designee to ensure financial needs are understood and requirements met for the referral process to operate smoothly for all parties involved.
- Communicates with Clinical Director or designee any barriers to referrals requested and helps to resolve the issues.
- Plans and carries out activities to increase health access for uninsured residents, including health screenings and presentations to target groups.
- Participates in meetings with grantors and funding outreach activities as needed.
- Assist in data collection activities associated with grant reporting as needed.
- Maintains a current procedures manual for processing all referrals to include Best Chance Network.

## **Good Neighbor Free Medical Clinic of Beaufort**

### **ORGANIZATIONAL MANAGEMENT & LEADERSHIP**

- a. Takes initiative and works independently to ensure job responsibilities are fulfilled.
- b. Builds and maintains positive relationships with collaborative partners.
- c. Maintains current list of referral sources and contacts.
- d. Works with admin volunteers in scheduling and delegating referrals specific tasks.
- e. Works with Clinical Director to improve any aspect of the referrals process.

### **FINANCIAL MANAGEMENT**

- a. Collaborates in the development of grant applications related to referral numbers as needed.

### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

A minimum of a HS Diploma

Ability to take initiative for new responsibilities and projects

Detail-oriented, with strong organizational skills.

Excellent communication proficiency, both oral and written.

Computer proficiency, including Microsoft Office 365

Minimum 2 years' experience in an office environment (Medical Office or Nonprofit preferred).

Experience managing volunteers preferred.

### **COMPETENCIES**

- Strong interpersonal skills and ability to gain trust and confidence of patients
- Ability to exercise considerable tact and judgment when working with sensitive and confidential information

### **REPORTS TO:**

- Clinical Director

### **SALARY:**

- Hourly position at \$17-\$20 per hour, commensurate with experience

**SUBMIT RESUME IN WORD OR PDF FORMAT TO  
DIRECTOR@GNFMCBEAUFORT.ORG**