

<b>JOB DESCRIPTION: SPURWINK SERVICES</b>	<b>REFERRAL COORDINATOR</b>
<b>Effective Date: 8/18/18</b>	

\* Denotes an Essential Function

**Title:** Referral Coordinator

**Category:** AS1

**Code:** REFCOOR

**Education and Experience Required:** High school diploma or G.E.D. required; some college experience preferred. Call center and/or customer service experience is preferred.

**Knowledge, Skills and Abilities Necessary:** Must have effective oral and written communication skills. Must have experience with electronic databases, electronic communication, and personal computers. Proficiency with Microsoft Office, Excel, and Electronic Health Records preferred. Must be highly adaptive, organized and able to respond to disruptions while completing essential duties. Must show initiative and good problem-solving skills. Must help maintain a positive work environment that facilitates engagement with consumers on the phone and in person, and promotes collaboration among providers across the agency. The Link Coordinator represents the face and tone of Spurwink. He/she is expected to exercise sensitivity in dealing with Spurwink clients and employees.

**Duties and Responsibilities:**

- \* 1. Help prospective clients, families, and professionals access services via telephone, email, fax, or in person.
- \* 2. Demonstrate extensive knowledge of Spurwink's service array so that inquiries can be thoughtfully discussed and referrals supported.
- \* 3. Answer all calls as they come in with immediacy so calls are not lost, dropped or directed to voicemail.
- \* 4. Respond to callers guided by CARE principles, using empathy and active listening skills.
- \* 5. Collect and organize data related to service requests.
- \* 6. Provide reception coverage as needed including answering telephones, directing faxes, sorting mail and greeting direct visitors.
- 7. Assist with the intake of new clients including referral follow-up, managing wait times, completing intake paperwork and insurance verification.
- 8. Update and ensure the accuracy of Spurwink contact and program information on internal systems and external website and databases.
- 9. Participate in all required staff meetings, supervisions, and trainings.

10. Works effectively with a team of office personnel to support operational excellence and assist with other assigned office tasks when call volume is low as determined by supervisor.

**Immediate Supervision:** Office Manager

**Immediate Subordinates:** None.

**Schedule of Employment:** Non-exempt.

**Other:** As an employee of Spurwink, he/she is expected to adhere to the policies and procedures of Spurwink. He/she must keep client and employee health care information confidential, and in all other ways comply with Spurwink's policies and procedures implementing the Health Insurance Portability and Accountability Act (otherwise known as HIPAA). Due to the nature of the work of educating, training, and treating clients, staff at Spurwink are required to be trained initially and annually in good health practices, communicable illnesses, and universal precaution procedures. By virtue of the responsibilities of this position, it is reasonably anticipated that the Administrative Assistant may be exposed to blood or other potentially infectious materials. Therefore, he/she will receive blood borne pathogens training (including training regarding Hepatitis B), and will be offered the Hepatitis B vaccination series upon hire. He/she must maintain a current Maine driver's license and clean driving record as outlined in Spurwink's Driving policy.

**General Sign Off:** The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date