

## Referral Coordinator

**Reports to:** Clinic Manager of Friends of Family Health Center

### **Position Summary:**

Provide support services to ensure continued health care coverage and health access to children and families. This position works collaboratively with the nurse practitioners, dental hygienists, and other staff at FOFHC.

### **Specific Responsibilities:**

- Assist in follow up with referring children/families to necessary specialty areas of medical care.
- Assist parent/s in referring the special need child to the recommended government funded agencies (CCS, OCRC, etc.) to ensure receiving necessary therapy, etc. services for the baby/child.
- Refer children/families to community resources along with referrals to other organizations, agencies, etc. as deemed appropriate and necessary (Project Connections, Nutritional/Diabetic Ed Programs, etc.)
- Provide assistance needed for patients and their families in completing the referral and recommended actions.
- Communicate actions to nurse practitioners, administration and The Commission as necessary.
- Establish and maintain referral linkages with Early Development Assessment Center (EDAC), Bridges and one other program.
- Meet quarterly with the School Readiness Coordinator, local counselors and the Project Connections staff to identify and contact as appropriate.
- Create and maintain a policies and procedures manual that includes a user guide for referral, including physicians in all specialty areas for children.
- Create and maintain the tracking systems for referrals made to families for specialty physician visit and/or OCRC.
- Learn and implement the CDOM grantee user system.
- Educate caregivers about the importance of establishing a medical home.
- Orient and supervise volunteers in assisting families to link to services

### **Specific Requirements:**

Bilingual in Spanish

Basic computer skills

Knowledge of community resources