

Premier Community HealthCare Group, Inc.
Job Description

Job Title: Manager, Referrals
Department: Referrals
Reports to: Director, Information Technology
FLSA Status: Exempt
Prepared Date: 4/2/2021 **Revised Date:**
Approved By: Chief Human Resources Officer (CHRO)

SUMMARY: Responsible for managing the referrals staff, maintaining established workflows, and ensuring proper documentation. Works in close partnership with operational leaders and care team members across specialties to ensure referrals are handled in an effective and efficient manner to enhance the patient experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages the workload of referrals staff, creates team schedules, and delegates tasks
- Monitors performance of referrals staff and provides constructive feedback and coaching
- Ensures that established referrals workflow processes are followed, deadlines and performance standards are met
- Trains new hires to understand referrals workflow processes and procedures
- Assists with goal setting for productivity expectations for referrals department
- Serves as the liaison between referrals department, site managers, and external referral offices
- Manages any concerns or complaints from patients, internal referring providers, or external referral sources and works to find solutions for identified issues
- Maintains timekeeping and personnel records
- Initiates, coordinates, and enforces systems, policies and procedures
- Facilitates appropriate corrections or alterations to workflow processes and communicates changes effectively

KNOWLEDGE, SKILLS AND ABILITIES:

- Solid understanding and processing medical and/or dental practice referrals
- Attention to detail and acute problem-solving skills
- Ability to motivate and support teamwork within the department
- Ability to coach, counsel, and discipline staff as needed
- Strong written and verbal communication skills
- Able to communicate with stakeholders inside and outside of Premier Community HealthCare
- Excellent time management and organizational skills
- Ability to utilize multiple computer software systems
- Dedication to providing and maintaining quality service for patients

BASIC QUALIFICATIONS:

- Bachelor's degree in healthcare administration or related field
- Minimum 5 years of progressive responsibility in medical and/or dental practice referrals
- Minimum 3 years of experience in leading teams or projects within a medical or dental setting

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
 2. Ability to sit for long periods of time.
 3. Direct exposure to computer screen.
 4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

CARE TEAM MEMBER PRINT NAME DEPARTMENT

CARE TEAM MEMBER SIGNATURE DATE

SUPERVISOR'S SIGNATURE DATE