



COMMUNITY PARTNERSHIPS

Referral Specialist Position Description

Community Partnerships is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Referral Specialist is responsible for managing all inquiries regarding enrollment in the Children Come First program (CCF) and screening referrals for eligibility.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

The Referral Specialist is expected to respect people of all socioeconomic and racial/cultural backgrounds and be competent in performing all duties associated with this position. She or he must possess high levels of comfort, skill and respect in working with people of many different life experiences and beliefs. The Referral Specialist is required to express themselves clearly, compellingly, and honestly in written and verbal communications. She or he must be physically and emotionally prepared to meet the needs of the agency during working hours.

Position Responsibilities:

Direct Service

1. Provide initial phone assessment regarding youth in Dane County whose parents/guardians are inquiring about admittance to the CCF program.
2. Provide phone and/or email consultation with Dane County Social Workers regarding CCF eligibility criteria for youth working with a Dane County Human Services social worker.
3. Schedule and conduct interviews with prospective enrollee families per the CCF Referrals Policy and Procedure.
4. Present prospective enrollments to CCF Approval Committee or to Hospital Diversion Supervisor.
5. Provide referrals to community resources for youth found not eligible for CCF programming.

Administration

1. Maintain all required data collection for referrals.
2. Entering and maintaining enrollment information in Electronic Health Records software, currently HS Web App.
3. Generate yearly utilization report data as requested by the Quality Assurance Manager.

Program Development & Implementation

1. Assessment of referral and screening processes of other programs at Community Partnerships and develop referral/intake process, as needed.
2. Interface with referral sources in Dane County and maintain positive relationships with key person(s) in related systems.
3. Participate at resource fairs and give presentations about agency programs and services in group settings.

Agency

1. Attend and actively participate in program meetings and agency meetings.
2. Follow Community Partnerships' confidentiality guidelines to ensure client privacy.
3. Follow Community Partnerships' policies and procedures as cited in the Employee Handbook.
4. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
5. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
6. Any and all additional tasks as assigned.

Required Qualifications:

- Bachelor's Degree in any of the following fields: Psychology, Social Work, Human Services, Counseling & Guidance, Health Administration, or closely related field.
- Minimum 1 year relevant work experience in Human Services related field.
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook; and willingness to learn new skills as needed or required
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team

Preferred Qualifications:

- Bilingual in Spanish language (in addition to English) as determined by ALTA test and within CP acceptable range.

HIPAA Regulations:

As a required part of employment with Community Partnerships, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability: The Referral Specialist is accountable to the Provider Network Coordinator.

Employment Status: Regular part-time to full-time, 32-40 hours per week

FLSA Status: Non-exempt

Physical Demands:

OFFICE JOBS: While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 40lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible and written means.

Work Conditions/ Hours:

Heated and air conditioned open office/office environment. Noise level is usually low to moderate. A limited amount of travel by vehicle required. The employee may be requested to drive self and others via vehicle. Regular schedule is between the hours of 8:00 am and 5:00 pm, with some scheduling flexibility. May be required to work on weekends, depending on clients' needs and schedules.

Application Instructions:

Send completed application form, cover letter and resume to:

Attn: Human Resources
Community Partnerships, Inc.
1334 Dewey Court
Madison, WI 53703

Alternatively, fax to (608) 250-6637 or e-mail to hr@commpart.org

If you need technical assistance or an accommodation during the application/hiring process please email us at hr@commpart.org or call (608) 250-6334.

- Application Form available at www.community-partnerships.org. Application packet **must be complete** to be considered.
- Applications will be reviewed upon receipt. Please submit your application as soon as possible for early consideration. Position will remain open until filled.
- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required.

Community Partnerships is an Affirmative Action/Equal Opportunity employer. Community Partnerships offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment

relationship. Community Partnerships retains the discretion to add duties or change the duties of this position at any time.