

Bilingual Referral Coordinator

Join Wilmington Community Clinic!

WCC provides quality, non-discriminatory health services to improve the health and well-being of all served, regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. We are proud of the services we provide and put patient care front and center. We provide medical, mental health and dental services. We are proud of the impact we are making in the community!

About the Referral Coordinator Position

This is a full-time position (40 hours per week) and reports to the Associate Medical Director. The Referral Coordinator must be bilingual in English and Spanish and assists with referral coordination, our case management system and acts as the liaison between the clinic, medical facilities and other social service agencies to coordinate health services.

The exact hours and days will be determined once the candidate is selected.

Benefits

WCC offers a competitive salary and benefits including medical, dental, vision, life insurance, retirement, paid time off, paid holidays and free employee parking. The environment is team oriented with a clear focus on the mission of the organization.

Essential Position Responsibilities

- Manage follow up appointments for patients that medical providers have determined require further evaluation.
- Maintain appropriate documentation and logs to record the follow up process.
- Obtain necessary approvals and clearances dependent on eligibility requirements and contract provisions.
- Make appointments and follow up calls to ensure patient compliance.
- Complete documentation related to provision of medical care.
- Assist in maintenance of referral system that will be used to synchronize patient services with both medical and other social service agencies.
- Act as a liaison between patients and outside agencies to ensure quality health care.
- Instruct patients in skills to develop self-sufficiency.
- Develop and coordinate a recall/follow up system for preventative services such as immunization, pap smears and mammograms.
- Interacts with patients, physicians, staff, vendors and visitors in ways that demonstrate caring and reflect the WCC mission and philosophy.
- Works collaboratively with the Quality Improvement (QI) Team helping to improve patient outcomes.
- Other duties as assigned.

Skills

- Bilingual in English and Spanish required.
- Ability to plan and implement programs, agendas and meetings.
- The ability to work efficiently and effectively in a fast paced environment.
- Ability to remain organized while managing multiple details.
- Professional verbal and written communication skills.
- Knowledge of Microsoft Office.

- Must be reliable and on-time.
- Excellent customer service skills required.

Education and Experience

Minimum 2 years' experience as a Referral Coordinator or similar position, preferred.
High school diploma, or equivalent.

What's Next?

Thank you for your interest! Please submit your resume to hr@wilmingtoncc.org for consideration. Please list in the subject which position you are interested in.