



**JOB TITLE:** Referrals and Admissions Coordinator

**REPORTS TO:** Manager of Referrals and Admissions

**SUMMARY :** A member of the centralized referrals/admissions team, this position will engage clients/families and community providers seeking services at Crossnore Communities for Children through the referrals and admissions process with the goal of successfully connecting clients to care at Crossnore or another appropriate organization, depending on their presenting needs. This role has a high customer service visibility and the individual must provide/demonstrate excellent customer service and ability to quickly triage client needs at all times.

**STATUS:** Full Time, Exempt

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## QUALIFICATIONS

### Education/Experience

- Meets requirements for a Qualified Professional which are:
  - Master's degree in a human services or related field from an accredited college or university and a minimum of one year supervised clinical experience working with children and families; or
  - Bachelor's degree in a human services field and two years' experience with the current population; or
  - Bachelor's degree in a non-human services field and four years' experience with the current population
- Minimum of two years of professionally supervised experience working with children and families.
- **Skills/Competencies**
  - General knowledge of the state child welfare and mental health systems required.
  - Demonstrated proficiency in the use of a variety of computer software programs (Microsoft and Google products required).
  - Excellent interpersonal, communication and organizational skills; including superior customer service skills and attention to detail.
  - Ability to quickly establish and maintain effective working relationships with referral sources, coworkers, clients, and community collaborators.
  - Demonstrated passion for serving youth and families, and the youth-serving workforce.
  - Excellent time management skills, with ability to perform multiple tasks simultaneously and efficiently, and flexibility to adapt quickly to changes.

- Demonstrated ability to exercise discretion and independent judgment.
  - Demonstrated ability to operate well in crisis situations and knowledge of cultural issues that can affect care.
  - Ability to work on diverse teams and must be flexible and willing to work with youth of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds.
  - Ability to laugh, be creative and have willingness to make and learn from mistakes.
  - Displays enthusiasm and confidence in taking on tasks and challenges.
  - Valid Driver's License, and must be willing to travel to various job related locations.
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## **SOCIAL RESPONSIBILITIES**

1. Cultivate a nurturing environment through the use of the Sanctuary Model that supports client and staff development on every level spiritually, socially, educationally, and emotionally.
  2. Be aware of and willing to work with children and families of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds and to foster diversity and inclusion in the workplace and designated program area.
  3. Use the Sanctuary Model and its toolkit to continue to provide guidance towards the responsiveness and respect of diversity, multiculturalism, and inclusion across all programs and settings.
  4. Be committed to using Sanctuary principles when interacting and communicating with others, in team building, giving and receiving feedback, showing initiative, working independently, and in using good judgment, problem solving and decision making.
  5. Embrace technology by being willing and able to check and respond to emails/messages, prepare documentation and attend meetings via video conferencing.
  6. Promote a safe, secure environment in all areas of responsibility.
  7. Comply with all standards of accreditation and licensing agencies and adhere to all organizational policies, procedures and program guidelines.
  8. Use Crossnore Communities for Children resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
  9. Assume responsibility for personal and professional development through appropriate use of regular supervision (individual or group), participating in meetings, maintaining continuing education requirements, licensure and certifications and attendance at classes, workshops, etc. to improve professional skills.
  10. Maintain professional conduct and image to actively promote the mission, value and purpose of Crossnore Communities for Children.
  11. Ensure the provision of quality services through participation in Crossnore Communities for Children Performance Quality Improvement (PQI).
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## **JOB DUTIES & RESPONSIBILITIES**

1. Triage referrals to Crossnore quickly and accurately by gathering all pertinent information needed to assess for services (service orders, funding streams, and vital documents from other professionals), informing legal guardians about the types and availability of services Crossnore Communities for Children provides.

2. Quickly build rapport with referral sources (parents, legal guardians, partner agencies) to foster a positive customer experience with the goal of connecting them with care within predetermined timeframes to increase client engagement in services.
3. Coordinate clinical and medical staffing with Programs Division.
4. Process referral calls and emails and use appropriate screening tools/form to document necessary information.
5. Maintaining external customer relationships as it pertains to referral processes (e.g., school systems, LME/MCOs, DSS agencies, and other contracted entities).
6. Communicate quickly and efficiently with internal program contacts about referrals.
7. Provide external referral information to parents/legal guardians who are unable to be served by Crossnore programs.
8. Inform referral sources about placement decisions, options, and requests additional information needed to determine placement in a quick and efficient manner.
9. Ensure parents'/legal guardians' right to make placement decisions for the children in their care.
10. Facilitate or coordinate facilitation of admissions intake paperwork/meetings with new clients and their legal guardians
11. (Cross)Train Crossnore staff in other programs on the admission process to conduct backup remotely, after hours and/or during on call; according to Crossnore's policies and procedures
12. Complete administrative functions of Referrals & Admissions including but not limited to: data entry into the Agency's EHR, data entry into internal tracking systems, the referrals' telephone line and email.
13. Review admissions packets with staff conducting after hours or remote admissions, providing support as needed
14. Communicate with Medical team to ensure appropriate medical screenings are scheduled for new clients
15. Participate in on-call rotation for non business hours referrals and admission process.
16. Be cross trained in completing initial Person Centered Plans & authorization requests for Mental Health enhanced services
17. Maintain organized detailed confidential client files, statistical data, phone logs, notes in a timely and accurate manner.
18. Verify client insurance eligibility with LME/MCOs and insurance companies.
19. Works closely and cooperatively with all clients, outside professionals and with other agency staff to coordinate services provided by Crossnore Communities for Children.
20. Must be flexible/open to traveling to other sites to assist with meeting the needs of clients, including be able to travel to other sites to assist with referrals and admissions
21. Displays enthusiasm and confidence in taking on tasks and challenges.
22. Attend necessary team meetings to ensure the planning and delivery of quality services.
23. Function as a member of a program team, cooperating with others to develop and obtain common goals.
24. Communicate to staff and the community at large agency philosophy, policies and rules.
25. Communicates with and provides feedback to the supervisor, addressing any areas of concern or potential problems.
26. Works in collaboration with other programs and services both on and off campus to assure that the mission and vision of Crossnore Communities for Children is

met.  
27. Other duties as assigned.

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**TYPICAL WORKING CONDITIONS**

Generally business hours 8:30 am to 5:00 pm with flexibility for after hours and weekend scheduling with notice. Participation in on call rotation for referrals line.

**PHYSICAL DEMANDS - Light**

Position may require lifting to 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. Frequent walking, standing, and sitting. Frequent reaching and/or grasping using hands and/or arms. May be required to ascend/descend stairs. Frequent use of hands requiring dexterity in using the telephone, computer keyboard, or other objects. Visual ability including distance, peripheral and depth perception. Ability to drive. Regularly required to talk and hear.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

\_\_\_\_\_ ***I understand that this job description does NOT constitute a contract for employment and that Crossnore Communities for Children may exercise its employment-at-will rights at any time.***

\_\_\_\_\_ ***I understand that this job description is a guide and not all-inclusive, and is subject to change without advance notice to me. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.***

\_\_\_\_\_ ***I have received a copy of this job description and understand the responsibilities, and certify that I am able to perform the essential functions of this position as outlined in this job description with/or without accommodations.***

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative Signature

\_\_\_\_\_  
Date