



Ritter Center Position Announcement

CURRENT OPENING:

Ritter Center is currently recruiting for a **Referral Coordinator**. This is a **full-time, non-exempt** position reporting to the **Chief Medical Officer**. **This role is based in San Rafael, CA operating out of our Main Campus. Please find full job description below.**

ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.

RITTER'S BENEFIT PACKAGES:

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes:

- Paid holidays
- Vacation and sick time accrual that increases with tenure
- Medical insurance with choice of plans
- Dental insurance
- Vision Insurance
- Life insurance
- Disability benefits
- Flexible spending accounts
- A 401K savings account
- Commuter Programs
- Parking and Travel coverage
- And an Employee Assistance Program

Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

Qualifications:

- High school diploma combined with medical/clinical experience
- Bilingual in Spanish and English
- Excellent organization skills and ability to multitask and juggle multiple priorities
- Ability to remain flexible and responsive when changes occur in patient activity and workload
- Experience working as a patient advocate
- Culturally competent and able to work with a diverse population
- Action oriented
- Excellent computer skills; strong proficiency with Microsoft Office
- Resourcefulness in problem solving
- Ability to enter data into various electronic systems while maintaining the integrity and accuracy of data

- Excellent verbal, written, and interpersonal skills. Ability to foster an environment for open communication and collaborative practice
- Integrity to handle sensitive information in a confidential manner
- Valid CA Driver's License

Preferred Qualifications:

- An AA degree is preferred
- A diploma or certification from an accredited medical care program (i.e. Medical Assistant, Medical Administrative Assistant)
- Previous experience with Electronic Health Records (EHR)
- Previous experience working in a community health center is desirable
- Knowledge of managed care, ICD-9, ICD-10 and CPT codes is preferred
- Valid CA Driver's License

Position Description:

The Referral Coordinator functions as medical Case Manager and Coordinator for all Ritter Health Center patients, coordinating care among providers and agencies, and facilitating the development of a plan of care which extends beyond the primary care visit. This role acts as a comprehensive care coordinator for patients assigned to his/her care, assessing the patients' needs and facilitating communication amongst other clinicians and agencies providing care.

Job Duties and Responsibilities:

- Manage and coordinate all referrals generated in Ritter Health Center from start to finish. This will include sending referrals to specialists, ensuring their receipt, informing patients and case managers of referrals, and following up to see such appointments are kept
- Request medical records from specialty offices and ensures referring provider reviews are received prior to scanning records into EHR system
- Entry of patient clinical and non-clinical information into electronic health records system (e-Clinicalworks)
- Facilitates transportation and short-term housing arrangements for patients as needed
- Performs assessments of physical, emotional, psychosocial, and environmental needs of the patient to inform the level of care required for each case
- Partner with key individuals in assisting patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, medical insurance enrollment, transportation services, or prescription assistance)
- Plan, teach, and coordinate medical care to promote improvement/recovery
- Reinforce patient education presented by primary care and specialty clinicians
- Complete training on HMIS data system and disability processing training
- Work collaboratively with patient advocate, the primary care provider (NP staff) and Transition to Wellness team members to assure coordination of care and benefits
- Proactively work with Chief Medical Officer and Clinic Manager to resolve any technical or flow issues regarding referrals
- Demonstrate appropriate judgment skills to be able to make independent clinical decisions in routine patient care matters

TO APPLY:

Please follow the instructions on Ritter's Employment page on Indeed to electronically apply for this position. ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.

This posting and more details about working with Ritter are also available on the Ritter Center's website.

Any questions or comments about Ritter Center's hiring process can be sent to careers @ rittercenter.org

HISTORY AND BACKGROUND:

Ritter Center's roots date back to the early 1970s, when a federally mandated Families and Children Committee was commissioned by the Marin County Welfare Department to determine the needs of low-income people and to then implement supportive services. These services were eventually established and funded in 1976 through Community Action Marin (CAM). When "War on Poverty" funding diminished, the CAM Emergency Services Program stood to be disbanded. CAM and the Volunteer Center of Marin solicited support through the community's congregations and were instrumental in incorporating as a new nonprofit organization named the Human Concern Center of Marin in 1980. The organization changed its name to Ritter House in 1996, then to Ritter Center in April 2003. Initially, Ritter Center's precursors solely provided safety net services such as clothing, food and showers, laundry and restroom facilities. In the mid-1990s, our organization began providing medical care and case management service and in 2010, Ritter Center began providing behavioral health counseling and permanent supportive housing. Then in 2013, Ritter Center became a Federally Qualified Health Center (FQHC) grantee serving as a Health Care for the Homeless site. In late 2015, Ritter Center launched an intensive outpatient substance use treatment program at two emergency shelters operated by Homeward Bound of Marin. In late 2017, Ritter Center, in collaboration with St. Vincent de Paul and the Marin Housing Authority launched the County of Marin's Whole Person Care pilot program with the goal of creating an evidence-based and outcomes-focused coordinated system of care across health and social sectors to more efficiently and effectively serve Marin County's most vulnerable Medi-Cal beneficiaries.

With this collaborative history and evolving from a small volunteer run grass-roots organization, Ritter Center today employs a highly experienced staff operating under the mission to prevent homelessness and improve the health and well-being of individuals and families who are homeless or low-income by providing a range of culturally sensitive, easily accessible, high quality medical and social services. Ritter Center operationalizes this mission by providing a multitude of integrated multidisciplinary clinical and social services to help Marin's most vulnerable residents improve their physical, mental and emotional health and, for those experiencing a housing crisis, to obtain or retain permanent housing. Community participation and collaboration has always been a common thread throughout Ritter Center's history and has helped shape our programs, purpose and vision.