

# CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

<b>Title: Community Linkage and Referral Specialist</b>	<b>Grade: 7</b>	
<b>Reports To: Manager of Community &amp; Family Well-Being</b>	<b>FLSA Status: Non-Exempt</b>	
<b>Supervises: None</b>	<b>Date Written:</b>	<b>Date Revised:</b>
	8/6/2019	

## POSITION SUMMARY

The Community Linkage and Referral Specialist will provide referral and linkage assistance to patients discharging from Mercy Hospital. Upon referral by Mercy Hospital Staff and acceptance of the referral by the patient, the Community Linkage and Referral Specialist will screen patients' needs for community-based services, refer patients to Chinese American Services League (CASL) and other provider agencies as appropriate, and follow up on their referral status. The Community Linkage and Referral Specialist will liaise directly with Mercy Hospital's Manager of Community & Family Well-Being and perform outreach to build community partnerships that will facilitate necessary services and supports in the community.

These duties are to be performed in a highly confidential manner, in accordance with the mission, values and behaviors of Mercy Hospital and Medical Center. The Community Linkage and Referral Specialist is further expected to provide a high quality care, service, and kindness toward all patients, staff, physicians, volunteers and guests. The Community Linkage and Referral Specialist will work with patients, the Chinese American Service League (CASL), other community organizations, medical staff and the study research team to ensure timely scheduling of patient appointments and encourage patients to attend ALL recommended screening and diagnostic tests deemed necessary. During this process, the Community Linkage and Referral Specialist will work to identify ANY personal or systemic barrier that may exist, contribute to or totally impede the patients' ability to follow through on such provider recommendations and follow-up care.

## DUTIES AND RESPONSIBILITIES

- Serve as a liaison between CASL and Mercy Hospital and work in cooperation with the Mercy and CASL staff to identify required services by assessing the overall needs of each patient prior to discharge. *Time Spent - 30%*
- Provide linkages with various community resources that support referral and linkage to community-based supportive services provided by CASL, and other essential community supports. *Time Spent - 20%*
- Be available to meet and/or speak with patients at their convenience to discuss their discharge and deliver all aspects of linkage services including referral, provisional eligibility determination, assessment, and evaluation of patients' needs/services. *Time Spent - 15%*
- Remind patients of appointments and follow up after referrals to discuss concerns and track and facilitate the progress of the client with the referral source. *Time Spent - 15%*

- Assess Social Determinants of Health factors including socioeconomic status, education, neighborhood and physical environment, employment, and social support networks, as well as access to health care. *Time Spent - 5%*
  - Build relationships with community based organizations, and other referral sources that will address the needs of the target population. *Time Spent - 5%*
  - Prepare presentations on the Community Linkage and Referral program internally and to community organizations to facilitate strategic partnerships for patient referrals. *Time Spent - 5%*
  - Other duties as assigned. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. *Time Spent - 5%*
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### **MINIMUM REQUIREMENTS**

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#### **Education/Experience:**

- Bachelor's degree in Social Work, Public Health, Non-Profit Management or Human Services field from an accredited college or university. Master's degree preferred.
- At least two years of relevant work experience.

#### **Skills/Knowledge:**

- Able to effectively communicate via written or orally.
- Basic Computer Skills.
- Insurance knowledge along with referral required.
- Must have strong ability to multitask.
- Proficient in Cantonese, Mandarin, and English.
- Strong understanding of Social Determinants of Health framework.

- Able to walk to various areas of the hospital and navigate a large volume of cancer patients.
- Works with minimal supervision and able to adapt to patient's needs.
- Ability to travel from site-to-site as needed.

### **Physical Demands:**

- Occasional, represents 1 to 33% or 1 to 2 hours of an 8 hour work day, climbing, pulling/pushing, lifting, and carrying 25 pounds or less, or up to 50 pounds, crawling/keeling, twisting/turning, and repetitive movement.
- Frequently, represents 34 to 66% or 2½ to 5½ hours of an 8 hour work day, walking, sitting/standing, reaching shoulder, above shoulder, and below shoulder height, and bending/stooping/crouching.
- Never pulling/pushing, lifting, and carrying over 50 pounds.
- Physical exposure to bright lighting, hazardous substances, infectious diseases and ionizing/non-ionizing radiation.

### **Environment and Scheduling:**

- Work is performed during standard business hours, Monday through Friday.

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CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.