



## **Referral Management Specialist (RMS)**

Salary Range: \$50,000-\$60,000

Department: Home Care Services

Reports To: Director of Client Services

FLSA Status: Non-Exempt / Full-Time

*SCS currently operates on a hybrid model with three days in the office, and two days remote. This is subject to change.*

### **Position Summary:**

The Referral Management Specialist plays a pivotal role in advancing Sunnyside Community Services' mission by ensuring that every client referral is handled with efficiency, accuracy, and care. Through strong coordination and data-driven oversight, this position directly contributes to enhancing client access, optimizing workforce utilization, and sustaining organizational growth. The Referral Management Specialist is responsible for managing the daily flow of personal care and home care referrals, ensuring a smooth and timely process from initial inquiry to case acceptance. This role provides leadership in referral tracking, source relationship management, and conversion analytics. The Referral Management Specialist serves as a central hub, connecting intake, scheduling, authorization, and recruitment to support growth in client admissions and ensure a high-quality experience for our referral partners and families.

### **Key Responsibilities:**

#### **Referral Coordination & Oversight**

- Receive, log, and monitor all incoming home care referrals from MLTCs, hospitals, community partners, and private sources.
- Responsible for timely follow-up and documentation completion.
- Maintain and continuously update the referral tracking system(s) (Excel or HHAExchange).
- Verify that all required referral information (payer, hours, client demographics, service type) is complete and accurate prior to case acceptance.
- Track daily and weekly referral activity, including volume, pending status, acceptance, and declines.

#### **Collaboration & Communication**

- Serve as the primary liaison between referral sources and internal departments, (clinical and service delivery).
- Communicate promptly with MLTCs and referral partners regarding missing information, service availability, and admission outcomes.
- Partner with Scheduling and HR to align aide availability with incoming referral needs.
- Work closely with the Medicaid Specialist and Authorization teams to ensure the smooth and compliant activation of cases .

- Coordinate with the home care leadership team to identify trends and outreach opportunities.

### **Data Management & Reporting**

- Develop and maintain a centralized referral dashboard or tracking log for management review and oversight.
- Analyze referral data to identify bottlenecks, high-performing sources, and lost opportunities.
- Generate weekly and monthly reports on referral conversion rates, turnaround time, and source performance.
- Support quality improvement efforts related to intake accuracy and timeliness.

### **Staff Support & Process Improvement**

- Identify workflow inefficiencies and recommend process enhancements.
- Collaborate with leadership to develop policies that strengthen referral management and intake conversion performance.
- Serve as a resource for staff for complex or high-priority referrals.

### **Qualifications:**

- Bachelor's degree in health or human services, Business, or a related field preferred; equivalent work experience accepted.
- Minimum of 3 years of experience in referral management, intake coordination, or business development in a licensed home care services agency (LHCSA) or related healthcare setting.
- Strong knowledge of MLTC operations, personal care service authorizations, and Medicaid processes.
- Excellent communication, organizational, and analytical skills.
- Proficiency in Microsoft Excel, HHAeXchange, or comparable data tracking systems.
- Demonstrated ability to manage multiple priorities in a fast-paced environment.

### **Core Competencies:**

- **Accountability:** Ensures referrals are acted on promptly and accurately.
- **Analytical Thinking:** Uses data to guide decisions and identify process improvements.
- **Collaboration:** Works effectively with intake, HR, and scheduling to achieve admission goals.
- **Customer Focus:** Maintains strong relationships with referral partners through responsiveness and professionalism.
- **Process Improvement:** Identifies and implements workflow enhancements that enhance efficiency and conversion rates .

### **SCS offers an Excellent Benefits Package:**

Comprehensive medical, dental and vision insurance, 403B pension plan with employer contribution, Flexible spending account and transit program, Employee Assistance Program

20 days of paid vacation and 12 paid sick days per year 10 paid Holidays

Six personal/floating days

Life Insurance

Long-term disability

**How to apply:** Please send a cover letter and resume to [mvitale@scsny.org](mailto:mvitale@scsny.org)

All positions at Sunnyside Community Services are filled without regard to race/color, religion/creed, national origin, age, sex/gender, sexual orientation, gender identity or expression, disability, pregnancy-related condition or lactation, military/veteran status, marital status, familial status, caregiver status, sexual or reproductive health decisions, height, weight, status as a victim of domestic violence/stalking/ sex offenses, predisposing genetic characteristic, immigration or citizenship status, prior arrest or conviction record, credit history, salary history, unemployment status, pre-employment marijuana testing, union affiliation/activity, or for reporting or opposing discrimination on these bases or for reporting or opposing violations of workplace health and safety, pay equity or practices, or for participating in any internal or any legally protected status listed in the New York City Human Rights Law (NYCHRL). All are encouraged to apply.

Sunnyside Community Services strives to address, explore, and educate all our stakeholders about the diversity of human experience and to advance and integrate racial equity and social justice into all organizational policies and programs. We believe that everyone, regardless of who they are or what they do for the organization, should feel equally involved and supported. Sunnyside Community Services represents a commitment to considering the whole person and how systemic barriers and access to opportunities can affect their well-being.

For more information about Sunnyside Community Services, please visit the website at [www.scsny.org](http://www.scsny.org)

***Equal Opportunity/Affirmative Action Employer***