

TRI-COUNTY HEALTH NETWORK



Position: Community Programs Referral and Intake Specialist

Supervisor: Care Coordination Supervisor

Status: Full-Time, Non-Exempt

JOB SUMMARY:

The position supports the continued growth and development of Tri-County Health Network's (TCHNetwork) programming by providing intake and referral support to the community programs and care coordination teams. The specialist will provide intake assessments on incoming referrals. The specialist will be well-versed in community resources for support and services programs.

DUTIES AND RESPONSIBILITIES: *May include the following and other duties as assigned.*

1. Support the Enrollment and Care Coordination teams by conducting a client intake evaluation on incoming referrals.
 - a. Be cross trained in Care Coordination and Enrollment
 - b. Assess the needs and conditions of the client and communicate this information to all involved Care Coordinators or Enrollment Navigators.
 - c. Provide Information, Assistance, and Referrals for incoming resource requests.
 - d. Provide clients and their chosen support people an overview of the enrollment and care coordination process, resources, supports, expectations, and goals.
 - e. Educate individuals and families about economic security programs (e.g., Medicaid, CHP+, SNAP, LEAP, Energy Outreach Colorado).
2. Proactively engage and troubleshoot with other community organizations to work through applications for public benefits,
3. Document client/family response to care coordination interventions at the time of the encounter. Meet departmental standards and deadlines for timely completion of all required documentation, meet current agency productivity standards, and coordinate care to overcome identified Social Drivers of health.
4. Attend regional meetings, conferences, and training as assigned by TCHNetwork.
5. Assist in maintaining the TCHNetwork's resources list with the Regional Health Connector.
6. Other duties as assigned.

QUALIFICATIONS

Required

- Bilingual in English and Spanish (reading, writing, and speaking).
- 1 year of experience in healthcare, social services, human services, or related fields.
- Experience supporting teams, delegating tasks, or coordinating program activities.

- Strong communication, organizational, and problem-solving skills.
- Ability to manage multiple responsibilities with professionalism and follow-through.
- People-centered approach, addressing Social Drivers of Health.

Preferred

- Bachelor's degree (or 4 additional years of relevant experience).
- Experience in primary care, public health, community health, or care coordination.
- 1–2 years working in or serving rural communities.
- Experience in Medicaid Care Coordination or healthcare case management.

SKILLS & ATTRIBUTES

Required Skills

- Strong presentation and communication skills.
- Strong interpersonal and relationship-building abilities.
- Basic project management and workflow organization skills.
- Proficiency in Microsoft Office; ability to learn new technology quickly.
- Strong time management, prioritization, and problem-solving abilities.

Personal Attributes

- People-centered and empathetic, with an understanding of Social Drivers of Health (SDOH)
- Adaptable and flexible in a fast-paced environment.
- Maintains professionalism, ethics, and confidentiality.
- Open to feedback, self-motivated, and committed to growth.

Additional Details

- Must have reliable transportation, a valid driver's license, and insurance.
- Hybrid Position: Based in Montrose or Delta with travel across Montrose (including West End), Ouray, and San Miguel counties. Minimum two in-office days per week in one of the regional offices.
- Schedule Flexibility: Occasional evenings or weekends based on staff needs, meetings, or community events.

COMPENSATION AND BENEFITS:

Starting salary range is \$21.00 – 23.00 hourly, depending on experience.

Benefits Package:

- 104 hours of vacation, 12 paid holidays, and up to 48 hours of sick leave annually.
- 100% employer-paid medical and dental insurance after 90 days.
- 3.5% 401k contribution match.
- Flexible Spending Account after 90 days, Employee Referral Program, Mental Health Wellness Program, and Professional Development Opportunities.

Staff Signature: _____

Date: _____

CC Manager Signature: _____

Date: _____