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KANSAS CITY

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**MEDICAL SOCIETY  
FOUNDATION**

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CHARITABLE CARE, EDUCATION, PREVENTION & WELLNESS

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**PROGRAM AND REFERRAL COORDINATOR**

\$18 - \$23 an hour - Full-time

**Summary of Position**

The Kansas City Medical Society Foundation, as the charitable arm of the Medical Society, coordinates over \$8 million annually in donated medical care through Wy Jo Care, Metro Care, and other programs. This position will support better health care for the uninsured in the metropolitan Kansas City area through coordinating specialty care referrals, conducting training and outreach, and supporting effective evaluation of program impact.

The Program and Referral Coordinator supports health care access through timely, complete, accurate and appropriate referrals to hospitals, medical practices, and physicians. This position is 40 hours per week, includes telework, and reports to the Program Manager.

**Essential Functions**

- First point of contact for referral partners, including reviewing and accepting referrals from multiple platforms, assessing for completeness, scheduling appointments and referral follow-up.
- Answering calls from patients/providers with general questions, eligibility inquiries and referral authorizations.
- Routine data entry and report generation.
- Support the Program Manager in coordinating outreach and providing training.
- Lead special projects as assigned.
- Representing organization in community settings.
- Promote patient and provider success stories.
- Other duties as assigned.

**Qualifications**

Required:

- Two years' experience in medical office management, care coordination, or closely related, patient-centered experience. Experience in primary and specialty care clinical settings, referral coordination, and/or appointment setting.
- Demonstrated ability to work effectively with health care providers, patients, community organizations, hospitals and other agencies, and the general public.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft office, Google docs/sheets, Adobe. Demonstrated ability to utilize databases and spreadsheets. Experience with EHR.

- Demonstrated time management and organization skills. Ability to work and succeed in a virtual position while meeting performance expectations. Ability to thrive in a collaborative, team-based culture.
- Clear understanding of the Kansas City Medical Society Foundation, WyJo Care and MetroCARE.
- Ability to always carry out duties with the highest level of discretion and confidentiality, adhering to all HIPAA requirements.
- Possess strong customer service skills.
- Demonstrate patience, respect and empathy while serving an under-resourced population.

Preferred:

- Spanish/English bilingual proficiency. Lived experience of population served.

Job Type: Full-time

Pay: \$18.00 - \$23.00 per hour

**Benefits:**

- Dental insurance
- Flexible schedule
- Flexible spending account
- Health insurance
- Paid time off
- Vision insurance

**Schedule:**

8-hour shift

Monday to Friday

COVID-19 considerations:

During the pandemic, KCMS Foundation has transitioned to mostly remote work. For work that must be in-person, we have developed a safety protocol, including proof of vaccination status for all employees.

**Education:**

- Associate (Preferred)

**Experience:**

- Referral coordination: 2 years (Required)
- Medical office appointment scheduling: 1 year (Required)

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