



**San Gabriel / Pomona  
Regional Center**

## **REFERRAL SPECIALIST- Intake Department**

Full Time, Non-Exempt

**Salary Range** - \$18.13 to \$29.10 hourly

### **The Organization**

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, adults, and aging adults.

### **The Position**

Under the direction of the Referral Specialist Manager, the Referral Specialist provides support to the Department with the following job responsibilities.

#### **Essential Job Functions**

- Responds and screens all referral calls
- Assists with walk in referrals
- Provides community and referral information for those who do not qualify for SG/PRC services
- Schedules Intake Assessments for the admissions and assessment process
- Handles phone calls and other requests regarding inactive and closed cases as well as cases currently going through the Admissions and Assessment process
- Inputs data from new referrals
- Completes reminder calls
- Schedules appointments with consultants for active clients and secures charts for upcoming scheduled appointments
- Monitors timelines
- Performs other duties as assigned

#### **Employment Standards**

A minimum of two years' experience of related administrative support. Some college courses preferred.

#### **Knowledge and Abilities**

- Knowledge of individuals with developmental disabilities
- Demonstrate the ability to effectively communicate with public and staff
- Must be able to interact with others from a wide variety of cultural and social backgrounds
- Must be able to multi-task and set priorities
- Must be able to meet strict documentation timelines.
- Knowledge of word processing software (Microsoft Word) is required

#### **Other Essential Requirements**

Employees using a private vehicle for agency purposes must maintain a valid driver's license and minimum liability insurance coverage.

## **SG/PRC Offers an Excellent Benefits Package including:**

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees only. We also offer dependents coverage purchased by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees. dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- No cost Vision plan for employees
- Retirement plan – SG/PRC Contributes 8% of employees' salary, every pay period into 401(a)
- SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employees' contribution.
- Participate in the Public Service Loan Forgiveness program
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.
- Holidays – SG/PRC offers 20 paid holidays throughout the year
- Pre-Tax Flexible Spending Account for eligible health care expenses
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- 9/80 Alternate Work Schedule
- Most positions offer a hybrid remote work option

## **Professional Development Opportunities & Growth**

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

## **Diversity, Equity, and Inclusion**

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.