



Dale House Project

7 W Dale St., Colorado Springs, CO 80903 • 719-471-0642 • www.dalehouseproject.org

Referral Coordinator

Position Summary: This position is responsible for providing trauma-informed, compassionate clinical support through assessments, diagnoses, treatment planning, and case coordination. This position manages the referral process, maintains accurate and timely records in the EMR system, and collaborates with both internal teams and external partners to ensure clients receive appropriate and accessible care.

Rooted in the mission and values of the Dale House, this position also actively participates in the life of the community—engaging in family nights, community events, and spiritual development. The ideal candidate demonstrates servant leadership, models Christian integrity, and is committed to fostering an environment of grace, reconciliation, and hope. This role blends clinical excellence with faith-based community involvement, supporting both the emotional and spiritual well-being of the youth we serve.

Qualifications: 2-4 years of experience working in the mental health field, has a masters in human services field and preferred license to practice in the state of Colorado (LCSW, LPC or LMFT), would consider clinician moving towards licensure (LPCC, LSW).

Supervisor: Reports to Clinical Director; works in partnership with other Dale House Coordinators, Quality Assurance and Transition Services team.

Schedule: This is a full-time position. This position bears responsibility for walking clients and professionals through the process from referral to intake; and managing our partnerships with referral sources. Participation in After Hours Support Line rotation. This position also requires knowledge of Dale House's EMR system.

Compensation: Salary range: \$55,000 to \$60,000. This includes comprehensive medical and health benefits at no cost to the employee; and 401(k) Retirement Savings Plan, with up to a 4% employer match.

Duties and Responsibilities:

- 1) Provide compassionate, trauma-informed support to clients and improve the overall quality of mental health care according to Dale House standards.
 - a) Ensure ongoing compliance with professional ethical guidelines and maintain active licensure in accordance with Colorado state regulations.
 - b) Schedule and complete intake assessments; monitor timelines to ensure reassessments are conducted as needed.
 - c) Diagnose and provide treatment recommendations within the scope of services offered by the Dale House.
 - d) Demonstrate an understanding of best mental health practices as they relate to Dale House programming, and use this knowledge to assess the appropriateness of client referrals.
 - e) Maintain accurate and timely documentation in the Electronic Medical Records (EMR) system, including intake and follow-up information.
 - f) Collaborate with the administrative team to support client care, ensure proper payment for services, and remain informed of active contracts and community partnerships.

- i) Assist clients in accessing Medicaid or other financial aid resources when applicable.
- 2) Take ownership of the referral process at Dale House, ensuring timely, accurate, and efficient coordination of services.
 - a) Monitor and manage referrals consistently to ensure timely and appropriate service delivery.
 - b) Partner with community organizations to stay informed of mental health needs, both within the client population and the broader community.
 - c) Coordinate with referral sources to secure funding and payment sources for services.
 - d) Work collaboratively with other team members to manage case coordination and program availability.
 - e) Track client discharges and assist in collecting data to inform ongoing service improvements.
- 3) Administrative and Clinical Coverage
 - a) Partner with Quality Assurance to maintain up-to-date records in the EMR system.
 - b) Provide billing support during periods when administrative staff are on PTO.
 - c) Once acclimated to the program and other job responsibilities, participate in the After-Hours Support Line rotation.
- 4) Community and Mission-Based Responsibilities.
 - a) Serve as a servant leader within the Dale House community.
 - b) Assist in the general stewardship and upkeep of Dale House Project facilities.
 - c) Participate in Family Nights, community events, devotionals, and celebrations.
 - d) Lead staff devotionals and model Christian integrity in daily life.
 - e) Live out the values of grace, forgiveness, reconciliation, and hope within the community.
 - f) Commit to personal spiritual growth and development in the Christian faith, servant leadership, biblical stewardship, and fostering a culture of discipleship and strong staff relationships.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.