North Carolina State University

Position Title:

**Referral Coordinator, University Counseling Center**

Position Description:

The Referral Coordinator position is a full-time, 12-month position to function as a liaison between the Counseling Center and local mental health providers / treatment facilities to coordinate care for students. This position involves consultation with students, their families and Counseling Center staff to expedite referrals and to follow up on referrals to encourage appropriate treatment. This person is responsible for developing and maintaining a comprehensive referral database and tracking system. Other responsibilities involve crisis intervention and evening / weekend on-call services, consultation with faculty / staff, and outreach programming on campus. Some direct individual and group counseling is included. Additional duties may be assigned by the Director / Associate Director.

Minimum Qualifications:

This job requires a master’s degree in Social Work, Counseling, or Psychology, with NC state licensure or eligibility. Strong clinical skills, communication skills, telephone skills and computer proficiency are required. The Referral Coordinator should be comfortable with evolving and changing roles, and comfortable working both individually and as a team member. Must demonstrate knowledge, sensitivity and ability to work with students from diverse backgrounds. Must possess organization skills necessary to implement and maintain a referral database and a case management tracking system. Must have strong experience in crisis assessment, crisis intervention, and crisis management. Must have an ability to maintain good working relationships across campus, and with off-campus / community providers. Demonstrated expertise in clinical case management is required, as well as familiarity with database management and electronic medical records. The Referral Coordinator will be able to identify untapped resources within the changing mental health system.