

Referral Administrator – Central Intake (40 Hours/Week, Permanent)

Who We are:

The Regional Coordination Centre (RCC) is hosted by Langs and is funded by Ontario Health West. The RCC is a coordination and referral centre to streamline access to care in the region of Waterloo Wellington. Their role is to coordinate services and to support individuals and health care providers by providing one location to receive, triage and direct referrals for care throughout the region. Currently we host central intake for diabetes, orthopedics, cataracts and the Ontario Seniors Dental Care Program. The RCC also coordinates workshops region-wide to support people managing chronic diseases.

What We are Looking For:

We are currently recruiting for a Referral Administrator to join our team for a full-time position. This role is responsible for coordinating the flow of referrals, collecting and entering data and running reports for the Cataract and ophthalmology Central Intake system for Ontario Health West region. This position will work closely with the Central Intake Coordinator, regional optometry and ophthalmology offices, and Amplify Care project leads. Use of the Ocean eReferral Ontario system and any future software integrations will support cataracts and ophthalmology referral navigation through a central intake model. The position is based at The Regional Coordination Centre in Cambridge, hosted by Langs, but may involve some travel to meetings in the region..

A successful candidate in this role would have:

- Successful completion of a recognized administrative assistant training course;
- Minimum of three to five years administrative experience;
- Minimum of 1-year central intake experience or experience with high volume referral management;
- Working knowledge and experience in primary care, hospital care or vision care;
- Working knowledge of regional health systems and digital eHealth strategy an asset;
- Experience working with multiple partners (primary care, specialists and others) to resolve complex referral issues or patient concerns;
- eReferral experience, including awareness of Ocean eReferral an asset;
- Superior computer proficiency (Word, Outlook, Excel, Access & PowerPoint required);
- Extensive knowledge of data entry, queries, importing, exporting and collating data;
- Advanced document preparation skills (i.e. effective layout and design of a document) Advanced document preparation skills (i.e. effective layout and design of a document)
- Excellent organizational and problem-solving skills;
- Excellent communication skills (oral and written);
- High level of initiative, judgment and discretion
- Ability to work independently, prioritize work and meet deadlines;
- Attention to detail and efficient time management skills are essential in this role;
- Flexibility and expertise in learning software programs for referral administration;
- Ability to function as a member of a team and work cooperatively with others.

In this role you will be expected to complete the following tasks:

- Receive incoming ophthalmology referrals, either electronically or by fax
- Utilize the Ocean eReferral Ontario system to process referrals
- Manage data utilizing the central intake referral management system
- Contact referrer for any missing data and ensure completeness of referral
- Send referrals to appropriate specialist in a timely manner, utilizing defined workflows
- Communicate to referrer the status of referral
- Work closely with optometry and ophthalmology offices in the region
- Prepare reports as required and share experience for written communications
- Develop and maintain an effective filing system (paper-based and electronic)
- Respond effectively to incoming telephone calls or patient inquiries
- Assist with day-to-day facility management responsibilities
- Other duties as assigned

What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership.

Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

The successful candidate would be eligible for the following benefits:

- Starting Salary of \$48,502 - \$54,463 Annually
- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment (pro-rated to hours worked)
- 15 Sick/Personal Days per year (pro-rated to hours worked)
- 10 Professional Development days per year (pro-rated to hours worked)
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account & \$500 Lifestyle Spending Account.

Candidates are required to submit detailed cover letter along with their resume by July 31, 2026
Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

This job posting is for an existing or expected vacancy within our organization.

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