



## Community Outreach & Education Worker

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

### Our Values

**Mālama (stewardship)**- We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

**`Ohana (family)**- We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Pono(rightness and balance)** - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

**We are seeking a dedicated, talented and team-oriented Community Outreach & Education Worker to join our `ohana (family) to support our mission and values.**

**We offer competitive wages, excellent benefits and a great working environment.**

### SUMMARY

The Community Outreach & Education Worker (COEW) actively participates in special activities of the Community Services Division by assisting individuals, families, groups and communities to develop their capacity and access to resources, including health insurance, food, housing, quality care and health information. This position is responsible for conducting outreach, providing enrollment assistance and follow-up for eligible individuals interested in applying for entitlements and assisting individuals with enrollment into public benefit programs. This role provides assistance with accessing clinical and supportive care services offered at the Waimānalo Health Center and in the community. This position is also responsible for providing resource and agency referrals for patients and clients when needed.

### QUALIFICATIONS

#### MINIMUM QUALIFICATIONS:

High school diploma or equivalent required.

- Business School/Training Program or some College and Medical Terminology are a plus
- Two years of professional work experience in a health care, education, or social/human services position is preferred; or

- A combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities to perform the essential functions of this position.
- Meet all State and Federal Certified Application Counselor requirements
- Current Hawaii State Driver's License of appropriate class for van vehicles
- Must have the good oral and written communication skills, and the ability to resolve problems and prepare written reports, other necessary communications in a professional manner.
- Must have the ability to work with diverse cultures.
- Must be able to work with clinic personnel in other departments, when appropriate.
- Must adhere to the policies and requirements of Community services.
- Positive attitude, compassionate, follow directions, work well with others, be a multi-tasked oriented person
- Interact and communicate effectively, respectfully and sensitively to visitors, patients, staff members, Board Directors, and community members in a professional and culturally appropriate manner.
- Ability to use MS Office, use electric typewriter, facsimile machine, copier, and other standard office equipment.
- Skilled in understanding, recording, and reporting data collected for required reporting purposes
- Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Able to be flexible, cope with stressful situations in a calm and deliberate manner
- Work independently, have organizational and problem-solving skills
- Ability to function with little to no supervision

## **BENEFITS**

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Discounted Medical and Dental services provided by WHC
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO)
- Paid Wellness Hours
- Wellness Bucks - \$200 annually
- Group Term Life Insurance
- Supplemental Group-term Life Insurance & AD&D Insurance
- Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- Flexible Spending Program
- Employee Assistance Program (EAP)
- Pre-tax Commute Plan
- Longevity Benefit – After 10 or more years of service
- Tuition Assistance Program
- Free Parking
- and more.....