



Clerical Assistant

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 Clerical Assistant to join our `ohana (family) to support our mission and values.

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

SUMMARY

The Clerical Assistant (CA) will work in collaboration with the clinic staff to assess, plan, provide exemplary patient care and implementation of care plans. Attention to detail and ability to work well under pressure is essential. The CA must be able to function effectively in an environment where it is necessary to perform several tasks simultaneously. The CA will assist in administrative and clerical duties as instructed by the Clinic Support Staff Supervisor (CSSS), Director of Clinical Operations (DCO), Chief Medical Officer (CMO), or other medical provider within WHC. The CA provides patient care in a holistic and culturally sensitive manner, in a team-based, patient-centered approach, as a part of Waimanalo Health Center's Patient-Centered Health Care Home approach to care.

QUALIFICATIONS

- ❖ Must have good communication and organizational skills as well as a good understanding of patient and workflow processes.
- ❖ Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
- ❖ Demonstrated ability to work effectively as a member of a team.
- ❖ Familiarity with the communities to be served is preferred.
- ❖ Experience working in a Federally Qualified Health Center and/or experience working in underserved communities is preferred.

- ❖ Experience with Electronic Medical Records system is preferred. Will be required to work on Electronic Medical Records system. Use of email is required.
- ❖ Must have enhanced computer skills, word processing, spread sheets, data extraction and reports (Word, PowerPoint, Excel, etc.).

CERTIFICATES, LICENSES, REGISTRATIONS

- ❖ High School Diploma or GED
- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Full COVID vaccination record required.

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 – Up to \$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 5 or more years of service
- ❖ Tuition Assistance Program
- ❖ Free Parking
- ❖ and more.....