



## Care Coordinator

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 Care Coordinator join our `ohana (family) to support our mission and values.**

### SUMMARY:

The Care Coordinator will collaborate with members of the interdisciplinary team to provide quality care to complex patients to promote wellness, prevent further health complications, and to achieve optimal health outcomes. The Care Coordinator will provide health education, care management, and outreach services to patients with multiple medical and psychosocial problems to reduce barriers to care and strive toward optimal health outcomes. The Care Coordinator's primary responsibility will be to provide patients care coordination in a holistic and culturally sensitive manner, in a team-based, patient-centered approach, in concordance with principles of the Patient Centered Health Care Home.

### QUALIFICATIONS

- ❖ 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.).

- ❖ Ability to work positively in a team environment. Encourages and facilitates cooperation, pride, and trust, within the team. Works with others to achieve goals with commitment and team spirit.
- ❖ Works with colleagues and/or patients to assess needs, provide assistance, resolve problems, and exceed expectations. Has the ability and is committed to providing a WOW patient experience.
- ❖ Applies innovative solutions to problems and designs new methods where established method and procedures are inapplicable or are unavailable.
- ❖ Exhibits good presentation and teaching skills with large and small audiences.
- ❖ Strives to develop partnerships, teamwork and good working relationships. partnerships, teamwork and good working relationships

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- ❖ Certificate of graduation from an accredited college with a bachelor's degree is required, preferably in a health care related field.
- ❖ Certification as a Diabetes Educator is preferred.
- ❖ Basic Life Support certification is required.
- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Hepatitis B clearance via immunization records of 3 hepatitis B vaccines and a hepatitis B surface antibody quantitative blood test blood test if applicant has RN license.
- ❖ Covid-19 vaccination is 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 - \$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)
- ❖ Longevity Benefit – After 5 or more years of service
- ❖ Tuition Assistance Program
- ❖ Free Parking
- ❖ and more....