



## Patient Access Greeter

### Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

### Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka 'Ohana, and Mālama I Ka 'Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, 'ohana, community, and 'āina over generations.

### Core Values and Guiding Principles

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko'olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

**Aloha:** We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond, to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

**Mālama I Ka Pono:** 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.

**Mālama I Ka 'Ohana:** We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua'a of Waimānalo throughout Ko'olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Mālama I Ka 'Āina:** We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the 'āina of Hawai'i. Ka Mauli O Ka 'Āina A He Mauli Kānaka: The Life of the Land is the Life of the People

*We are seeking a dedicated, talented, and team-oriented Patient Access Greeter to join our 'ohana (family) to support our mission and values.*

*Waimanalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits.*

### Summary

The Access Representative Greeter welcomes and assists patients, their families and visitors entering the health center. The Greeter and Volunteers working in this capacity conducts COVID-19 screenings, answer questions, provide information and direct people to the clinic or department location they need, thus creating an atmosphere in the health center that is caring and efficient.

## **Qualifications**

Must possess the following knowledge, skills and abilities and can explain and demonstrate that he or she can perform the essential job functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, or abilities.

- ❖ Excellent Customer Service Skills.
- ❖ Maintain high standards of personal appearance and grooming.
- ❖ Must always comply with the Health Center standards and regulation to encourage safe and efficient clinical operations.
- ❖ Ability to obtain necessary information to properly direct patients/clients/family members/caretakers/visitors.
- ❖ Effectively communicate with all patients/clients/family members/caretakers/visitors
- ❖ Establish and maintain good communication and teamwork with fellow employees and other departments within the health center.
- ❖ Must be able to assist patients/clients/family members/caretakers/visitors and possess great patient relation skills.
- ❖ Must always be attentive, friendly, helpful, and courteous and maintain a friendly and warm demeanor to all patients/clients, family members/caretakers, visitors/guests, managers, and fellow team members.
- ❖ Work effectively within a team.

## **Certificates, Licenses, Registration**

- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Proof of full vaccination and booster against COVID-19 is required
- ❖ High School Diploma or equivalent required.
- ❖ 1-2 years' experience in a healthcare setting or Guest Services
- ❖ Experience in community and working with culturally diverse populations desired.