



Care Management Specialist

*Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented **Care Management Specialist** to join our `ohana (family) to support our mission and values.*

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 Maui O Ka `Āina A He Maui Kānaka: The Life of the Land is the Life of the People

Summary

The Care Management Specialist 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 Management Specialist 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 Management Specialist's primary responsibility will be to provide patient 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.

Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee Retirement Savings Plan 403(b) – Employer matches 66.67% of employee's contribution up to a maximum of 6% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
 - 1 to 3 years – Max. Accrual = 120 hours
 - 3 to 8 years – Max. Accrual = 160 hours
 - 8 + years – Max. Accrual = 200 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay, Casual Dress Friday, Longevity Benefit After 5 or more years of service
- Tuition Assistance Program
- Discounted Medical,
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

Qualifications

- Ability to speak effectively, respectfully and sensitively to patients and fellow staff.
- Must have good communication and organizational skills as well as a good understanding of patient and workflow processes.
- Demonstrated ability to work effectively as a member of a team. Encourages and facilitates cooperation, pride, and trust, within the team. Works with others to achieve goals with commitment and team spirit. Ability to work with diverse cultures.
- 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.
- 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 and Electronic Practice Management system. Use of email is required.

- Proficient with Office 365 Word, Excel, Power Point, Teams and Outlook to prepare correspondence, reports, charts, etc..

Certificates, Licenses, Registration

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.