



## Community Outreach & Education Worker I

*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 Community Outreach & Education Worker I 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 Mauli O Ka `Āina A He Mauli Kānaka: The Life of the Land is the Life of the People

## 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.

## 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

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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
- Must pass pre-employment drug/alcohol testing and criminal background check
- Acknowledge and authorization for annual background check is required
- Participation in random drug screening selection by ALTRES is required
- Requires regular, predictable attendance and punctuality is a must

### **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.
- 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
- BLS/CPR Class "C" certification
- Current Hawaii State Driver's License (of appropriate class for van vehicles), No-Fault Insurance Card, and Access to Insured Vehicle