

# **Full-time Chief Operations officer at a mission-driven and quality-oriented Community Health Center**

**Salary Range \$155K - \$185k with full benefits and employer matching for 403(b) account**



We are a federally qualified community health center located in Waimānalo on the Island of O‘ahu. We pride ourselves on delivering the highest quality of primary care in a culturally-informed way to all in the community, and we are seeking a dedicated, talented, and team-oriented Chief Operations Officer to join our ‘ohana.

## **What makes Waimānalo Health Center unique?**

- We serve a unique patient population with over 48% of patients identifying as Hawaiian.
- We believe integrating native Hawaiian healing in a primary care setting can provide the best holistic care. We have fully integrated lomilomi, lā‘au lapa‘au, and no‘ono‘opono into our care.
- Waimānalo Health Center received the 2024 Sliver Health Center Quality Leader Award, ranking in the top 20% of health centers nationally. WHC was 1 of 2 Federally Qualified Health Center to receive this distinction in Hawai‘i.
- Voted as one of the Best Places to Work in Hawaii in 2025

**Hear from our staff directly!** These videos give a glimpse into everyday life at the health center and how our values resonate with staff, guiding our health center and all we do. [WHC Value Videos](#)

## **Chief Operations Officer Overview**

The COO has overall responsibility for managing operations of specific departments, coordinating Quality Assurance, Performance Improvement, Compliance, Security, Mobile Medical Services, and Ku I Ka Mana/School Health. Voted one of the Best Places to Work in Hawai‘i in 2025, you will lead and guide staff and providers to implement strategic activities which ensure performance improvement; and compliance with Health Insurance Portability and Accountability Act (HIPAA), credentialing, risk management, safety, and emergency preparedness standards of federal, state, and third party payors. This position serves as the Compliance Officer and monitors federal, state, and county requirements.

[Apply Now](#)



- Waimānalo Health Center Careers webpage <https://waimanalohealth.org/careers>
- Malulani Eccleshall, MEccleshall@waimanalohealth.org, (808) 954-7173

# YOUR HEALTH CARE HOME

In 2023, Waimānalo Health Center surpassed state & national benchmarks on 72% of the metrics!

Access to care has contributed to our patients improving their health. Waimānalo Health Center has exceeded national standards in the following quality measures:

QUALITY MEASURE	WAIMĀNALO HEALTH CENTER	NATIONAL
Child & Adolescent Weight Assessment & Counseling for Nutrition & Physical Activity	93%	72%
Depression Screening & Follow-Up	85%	72%
First Trimester Prenatal Care	85%	71%
Controlling High Blood Pressure	75%	65%
Colorectal Cancer Screening	46%	41%

Able to get appointments

**89%**

responded positively

I get called back quickly

**84%**

responded positively

Phone calls get through easily

**91%**

responded positively

Health Center hours work for me

**93%**

responded positively

## 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 'Ōhana:** 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.



## BENEFITS

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Medical Waiver Incentive – Employees who waive medical insurance through WHC are eligible for a \$200 per month incentive.
- Employee Retirement Savings Plan 403(b) – Employer match 66.67% of employee contribution up to a maximum of 6% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 9 full days and 2 half days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
  - 1 to 3 years – Max. Accrual = 128 hours
  - 3 to 8 years – Max. Accrual = 160 hours
  - 8 + years – Max. Accrual = 208 hours
- Paid Wellness Hours (2 hours per pay period based on FTE).
- Wellness Bucks – Up to \$200 annually.
- Bereavement Leave – Up to 3 paid days
- Hui Pū Kū Makahiki – Paid Employee Appreciation Day
- Jury Duty Pay – Up to 2 weeks
- Casual Dress Friday
- Longevity Benefit – Employee with 5 or more years of service are eligible for an annual bonus
- Tuition Assistance Program – Up to \$500 per year after 1 year of employment
- Discounted Medical, Dental and Vision services provided by WHC – Up to \$400 per year
- Employee Assistance Program (EAP)
- Group Term Life Insurance – Employee \$15,000, Spouse \$5,000, Children \$2,500
- Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle benefits
- Free parking
- and more.....

## MINIMUM QUALIFICATIONS

- Certificate of graduation from an accredited Master's or higher graduate program in healthcare, social services, or related field of study; nursing degree preferred.



- Five years of progressive management experiences, preferably in Federally Qualified Health Centers and/or the health care is preferred.
- Familiarity with the Waimānalo area and Hawaii in general is preferred.
- Demonstrated leadership, team building and change management skills that foster a positive work environment.
- Ability to communicate and collaborate effectively with stakeholders, providers, staff, groups, board members and professionals in a culturally appropriate manner is required.
- Demonstrated experiences in implementing operational strategies aligned with WHC's overall goals.
- Program development, project management, business and financial management, human resources, grant writing and/or fund development, community and public relations, and public speaking.
- Computer skills required, Office 365 (Excel, Word, Power Point, Outlook, OneDrive) web browser, etc.
- Ability to use and have a strong understanding of Electronic Medical Record (EMR) is required. Prior experience with our specific EMR (Nextgen) is preferred.
- Ability to analyze data and identify trends, track performance, make data driven decisions and report generation..

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Certificate of graduation from an accredited Master's or higher graduate program in healthcare, social services, or related field of study; nursing degree preferred.
- Basic Life Support (BLS) certification required.
- Two-Step Tuberculosis (TB) clearance is required.