



Cultural Health Patient Service Representative

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 Cultural Health Patient Service Representative 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 Cultural Health Patient Service Representative will provide a high level of customer service and promote a positive attitude to create a friendly, patient focused environment while helping to ensure efficient operations and patient flow. This position will perform a variety of tasks in an organized and efficient manner, to include but not limited to greeting and assisting patients with scheduling, verifying insurance, applying patients for cultural health insurance benefit programs, and maintaining and updating patient information. This position is responsible for assisting the Director of Cultural Health with patient education and patient management, while coordinating with the patient's primary care provider to ensure an integrated approach to care delivery.

Our healing practices connect to five key characteristics that are deeply associated with ALOHA. These foundational themes contribute to your growth and understanding in the perpetuation of Native Hawaiian healing practices:

Kaunānā- Perception: Paying attention with the mind, body, and spirit.

Mākaukau- Readiness: Foresight that comes from spiritual discipline.

Ha'aha'a- Humility: The bridling of the ego.

Ho'omaika'i Akahai- Respect: Foundational in healing and essential in Hawaiian healing traditions.

Ahonui- Patience: Accepting that everything will have its time, we cannot measure or have expectations of a patient or plant's process. Hawaiian healing is holistic in nature, a process and commitment that involves self, 'ohana, 'āina and Akua. It is the individual's responsibility to take an active role in their healing.

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 – 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 = 152 hours
 - 3 to 8 years – Max. Accrual = 200 hours
 - 8 to 13 years – Max. Accrual = 248 hours
 - 13 + years – Max. Accrual = 296 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.

- One-year of related experience and/or training; or equivalent combination of education and experience.
- Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
- Has the ability to multi-task and function professionally under pressure.
- Work independently, have organizational and problem-solving skills.
- Reports to work on time and in uniform; presenting a professional image of WHC.
- Demonstrated ability to work effectively as a member of a team.
- Experience working in a Federally Qualified Health Center and/or experience working in underserved communities is preferred.
- Familiarity with the communities to be served is preferred.
- Must have basic computer skills, word processing, spreadsheets, data extraction and reports (Word, PowerPoint, Excel, etc.).

Certificates, Licenses, Registration

- Two-Step Tuberculosis clearance is required.
- High school diploma or equivalent required.