



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

Summary

The Patient Support Specialist I ensures smooth and efficient patient interactions by delivering excellent customer service through front office and contact center operations, supporting patient access, appointment scheduling and related administrative functions.

Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee coverage paid by WHC Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% 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 = 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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Knowledge:** Understanding of the mission and operation of community health centers.
- **Experience:** Experience working with culturally diverse populations is desired.
- **Communication:** Ability to maintain effective working relationships and communicate respectfully and sensitively with visitors, patients, staff, Board Directors, and community members in a culturally appropriate manner.
- **Reading and Interpretation:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- **Mathematical Skills:** Ability to add and subtract numbers.
- **Technical Proficiency:** Efficient use of software programs such as NextGen, GoTo, Cisco, RxLocal, Cognito Forms, Healthicity, Microsoft Office/Teams, Word, Excel, Outlook, OneNote, SharePoint, and PowerPoint.
- **Teamwork:** Ability to work effectively as part of a team with administrative and clinical staff.
- **Communication Skills:** Good writing and oral skills.

- **Problem Solving:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form and deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registration

- Two-Step Tuberculosis clearance is required.
- Hepatitis B clearance via immunization records showing a complete Hepatitis B vaccine series and a Hepatitis B surface antibody quantitative blood test showing proof of Hepatitis B immunity is required

MINIMUM QUALIFICATIONS:

- 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.