



Referral Coordinator

*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 **Referral Coordinator** 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 Referral Coordinator will work in collaboration with the clinic staff to schedule and follow up on referrals for specialists and imaging orders, provide exemplary patient care and implementation of care plans. Attention to detail and ability to work well under pressure is essential. The Referral Coordinator must be able to function effectively in an environment where it is necessary to perform several tasks simultaneously. The Referral Coordinator also will assist in administrative and clinical

duties as instructed by the Director of Clinical Operations, Chief Medical Officer, or other medical providers within WHC. The Referral Coordinator provides patient care in a holistic and culturally sensitive manner, in a team-based, patient-centered approach, as a part of Waimanalo Health Center's Patient-Centered Health Care Home approach to care.

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

- Ability to work with little supervision, ability to be self-directed.
- Must have good communication and organizational skills as well as a good understanding of patient and work flow processes.
- Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
- Demonstrated ability to work effectively as a member of a team.
- Familiarity with the communities to be served is preferred.
- 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 system. Use of email is required.
- Must have enhanced computer skills, word processing, spread sheets, data extraction and reports (Word, PowerPoint, Excel, etc.).

Certificates, Licenses, Registration

- High School Diploma or GED

- Two-Step Tuberculosis clearance is required.