



Community Outreach and Education Worker

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.

EDUCATION AND/OR EXPERIENCE

- ❖ 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 standard listed above and that provides the required knowledge and abilities to perform the essential functions of this position.

CERTIFICATES, LICENSES, REGISTRATIONS

- ❖ Current State of Hawaii Driver's License and Auto Liability Insurance

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 maintain a professional appearance and maintain willingness to serve the public.
- ❖ 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 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
- ❖ Ability to function with little to no supervision
- ❖ work independently, have organizational and problem-solving skills,