

MAIKA'I HEALTH Community Clinic

Medical Advocate

Department / Team:	Pharmacy
Term Duration:	Open
Reports To:	Chief Pharmacy Officer
Type:	Part-time to Full-time
Location:	Hilo, Hawai'i
Application Deadline:	Open until filled

About Maika'i Health

Established in 2019, Maika'i Health (MH) is a 501(c)(3) Hawai'i non-profit. The MH team strives to deliver high quality, culturally responsive, comprehensive patient-centered outpatient health care that is equitable and accessible for all in East Hawai'i.

The mission of Maika'i Health is, "To be the patient-centered healthcare home that is accessible for all and be the center of healthcare learning excellence in East Hawai'i."

About the position

We are looking for a Medical Advocate to work with patients, families, and caregivers at many points along the healthcare continuum. The Medical Advocate shall serve as a coach and quarterback for a patients' healthcare team and shall conduct multiple duties including, but not limited to, disease research, insurance problems, understanding care and treatment options, mobilizing resources, facilitating management of medical paperwork and billing, coordinating community engagement through education and outreach activities. A portion of the duties shall involve healthcare navigation for individuals and families affected by substance use disorders (SUDs).

Primary responsibilities

- Collaborate with professional and technical staff to plan and conduct clinic/community programs to prevent/address substance abuse, improve care for chronic disease states, address social determinants of health and improve community health and counseling services.
- Help eligible individuals navigate health systems (e.g., insurance, Medicaid, Medicare, social and health service agencies) to maximize healthcare access and opportunities through billable services.
- Organize support groups or counseling to assist family members in understanding, dealing with, and supporting patients affected by substance/alcohol use disorder.

- Collaborate with applicable personnel to collect and report data for HRSA-funded Medication Assisted Treatment programs and as required.
- Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
- Read current literature, talk with colleagues, continue education, or participate in professional organizations or conferences to keep abreast of developments in the field.
- Identify and share research, recommendations, or other information regarding legal liabilities, risk management, or quality of care.
- Provide feedback to health service providers regarding improving service accessibility or acceptability.
- Prepare educational/informational or reference materials and distribute materials to employees, patients, caregivers, and communities.
- Develop and maintain cooperative working relationships with agencies and organizations interested in public health care.
- Maintain databases, mailing lists, telephone networks, and other information to facilitate the functioning of health programs.

Candidate requirements

- Bachelor's degree in relevant or related fields is required.
- Minimum of 5 years of experience in relevant health or related fields.
- Experience in public health or non-profit organization, including any related background in community organizing and/or development is preferred.
- Strong commitment to the organization's Mission and values with the ability to demonstrate that commitment in daily interactions.
- Previous grantmaking or lending experience is preferred, but not required.
- Experience that demonstrates commitment to racial and social justice and community engagement to impact change at the community level.
- Excellent analytical and writing skills.
- Experience in the development, implementation, and evaluation of strategies to effect change.
- Demonstrated experience in managing programmatic budgets.
- Demonstrated ability to think of several possible explanations or alternatives for a situation, anticipate potential obstacles, and develop contingency plans to overcome them.
- Ability to adequately assess a situation, make sound judgement, use relevant information to support the decision, and be able to distinguish useful information from the irrelevant one when making a decision.
- Effective time-management skills, with demonstrated ability to manage a diverse and demanding workload and deliver work products within deadlines.
- Experience in project development and management, budgets, and work plans.
- Strong communication skills and interpersonal skills, including the ability to work effectively as a member of a team.
- Experience working collaboratively across sectors.
- Ability to travel (including off-island) shall be required.
- Ability to work evenings and weekends as required.

Contact us to apply

Maika'i Health is proud to be an Equal Employment Opportunity and Affirmative Action employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBT applicants. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.

To apply for this role, please email HR@maikaihealth.org Please attach your resume and a cover letter telling us why you would be a great fit for our team!