

MAIKA'I HEALTH Community Clinic

Health Advocate

Department / Team:	Pharmacy
Term Duration:	Open
Reports To:	Chief Pharmacy Officer
Type:	Part-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

The Health Advocate works with patients, families, and caregivers at many points along the healthcare continuum. This frontline public health worker shall serve as trusted healthcare team members with a uniquely close understanding of the community served. The Health Advocate will be the Maika'i Health liaison optimizing community health by keeping patients and community residents connected to health, wellness, and related wrap-around services. A portion of services shall include assistance to individuals and family members affected by substance use disorder. She/he will participate in quality improvement activities and help develop programming as needed by the leadership team at Maika'i Health.

Primary responsibilities

- Planning and engagement of outreach, health education (such as Substance Use Disorder and other chronic diseases), health coaching, healthcare follow-up, case management, and advocacy for patients and community health initiatives.
- Maintain comprehensive network of health/wellness and related resources through databases, mailing lists, telephone networks, and other information to facilitate the functioning of service lines.
- Help eligible Maika'i Health individuals navigate health systems (e.g., insurance, Medicaid, Medicare, social and health service agencies) to maximize access to comprehensive health, wellness, and social service resources.

- Perform specific clinic tasks including patient enrollment, intake, referrals, prior authorizations, appointment scheduling, and online health portal assistance.
- Identify and engage billable opportunities when available through in-house services and support resource reimbursement opportunities to optimize program and care plan sustainability.
- Contribute to the patient care team and case management team (if applicable) for necessary patients, including but not limited to patients with SUD.
- Maintain knowledge of current events and processes affecting service lines through engagement of current literature, networking, continuing education, and/or professional organizations and conferences and provide feedback to service providers regarding improvements to optimize service accessibility or acceptability.
- Prepare educational/informational or reference materials and distribute materials to employees, patients, caregivers, and communities to enhance health literacy, diminish stigma, and update on current practice trends based on evidence-based practices.
- Address the needs of those at highest risk for poor health outcomes.
- Provide education regarding health issues and social service support to the Native Hawaiian, Pacific Islander, and Filipino (NHPIF) populations.
- Travel (including off-island) may be required based on project/programmatic need.

Candidate requirements

- Bachelor's degree or higher in health-related field.
- Master's Degree in Public Health or Licensed health professional preferred including but not limited to PharmD/BSP Pharm, LCSW, LPC, LMFT, MPH, and/or BSN.
- Minimum of 3 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 preferred.
- Experience in collecting data and handling sensitive information.
- Experience working with Native Hawaiian, Pacific Islanders, and Filipino (NHPIF) populations.
- 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 program development, implementation, and evaluation of strategies to affect change.
- 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, extract and use relevant information to support a decision.
- Effective time-management and organizational skills, with demonstrated ability to manage a diverse and demanding workload and deliver work products within deadlines.

- Strong communication and interpersonal skills, including the ability to work effectively as a member of a team with staff, clients/family members, and partners.
- Work evenings and weekends as required for program activities.
- Commitment to remaining 2 program years of grant activity.
- Experience working collaboratively across sectors.
- Ability to travel (40%), which may fluctuate depending on program schedules.

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 contact us at HR@maikaihealth.org.

Please attach your resume and a cover letter telling us why you would be a great fit for our team!