



HAWAI'I HEALTH & HARM REDUCTION CENTER

The New Chapter for Life Foundation and The CHOW Project

OPEN POSITION: **Insurance Navigation Specialist**
Hawai'i Health & Harm Reduction Center

ABOUT US

Hawai'i Health & Harm Reduction Center (HHRC) provides harm reduction-focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ, and the Native Hawaiian communities. HHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawai'i and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION

The Insurance Navigation Specialist is responsible for providing health insurance navigation services to the uninsured Oahu population through outreach, targeting marginalized populations including people living with and/or affected by HIV, hepatitis, substance use, homelessness, the LGB&T community, and the unsheltered and recently released prison population.

This is a permanent, full-time, exempt, salaried position with HHRC located in Honolulu, Hawai'i. Expected hours of work are generally between 8:30am and 5:00pm, Monday through Friday, with the occasional schedule change to accommodate events and client needs, and it may include nights and weekends.

REPORTING RELATIONSHIP:

Reports to: HIV Program Manager
Supervises: N/A

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Complete all training and submit all paperwork required by Department of Human Services (DHS), Med-QUEST Division (MQD), Centers for Medicare & Medicaid Services (CMS) and Federally Facilitated Marketplace (FFM).
- Attend meetings as required by funder and MQD.
- Assure timely compliance with all contract responsibilities.

- Travel to consumers in the target communities and provide information on affordable health insurance and direct assistance and guidance through the enrollment process.
 - Submit mileage and expense reports monthly.
- Build and sustain relationships with other community organizations.
- Provide feedback to the HIV Program Manager on strategies for effective engagement with community members and the appropriate tools and specific methods for educating each of the target populations.
- Track and record data including numbers of consumers reached through presentations, community events and health fairs, the types and numbers of other consumer assistance provided, and number of people enrolled.
 - Submit data monthly to the HIV Program Manager for tabulation and reporting.
- Perform additional duties as needed and assigned. Duties are subject to change.

GENERAL RESPONSIBILITIES:

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Act as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with all rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Office environment: indoors, air conditioned.
- Fieldwork: may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- Occasional outdoor events/activities: may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- Regular use of computer keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).
- Requires possession of a reliable insured vehicle for traveling to off-site locations.
- Requires closed-toe shoes during working hours and comfortable and appropriate business-casual attire (walking shorts, and pertinent tee-shirt for scheduled activities/events of the day).

REQUIRED QUALIFICATIONS:

Knowledge/Skills/Abilities:

- Ability to translate complex information about health insurance to individuals and groups with varied educational levels and backgrounds.
- Willingness and ability to do outreach and engagement within communities of underserved populations, including but not limited to people living with and/or are affected by HIV, hepatitis, substance use, homelessness, and mental health challenges.
- Self-motivated, honest, energetic, and committed.
- Extensive knowledge of O'ahu, including supportive services and resources.
- Excellent interpersonal, written, oral communication, and presentation skills.
- Non-judgmental attitude and ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Familiarity with our various Hawai'i cultures/languages, and culturally sensitive to needs of the diverse communities of Hawai'i.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).

Education/Experience:

- High School diploma/GED, or equivalent work experience.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in social work, or comparable degree.
- Knowledge of the LGB&T, substance abuse, homeless, and other disenfranchised and high-risk communities in Hawai'i.
- Experience working in nonprofit sector and working with people who actively use drugs and people living with HIV and/or viral hepatitis.

REQUIRED WORK CARDS/CERTIFICATIONS:

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

HOW TO APPLY

Please carefully read and fully comply with the following. Qualified applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application (found on hhrc.org/employment), and the names and contact information for three relevant references.

Applications may be submitted via postal mail, fax or email attachment as follows:

Hawai'i Health & Harm Reduction Center
677 Ala Moana Blvd., Suite 226
Honolulu, Hawaii 96813
Telephone: (808) 521-2437
Fax: (808) 521-1279
Email: employment@hhrc.org

Hawai'i Health & Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.