



## Hepatitis Care Coordinator – O‘ahu Hep Free Hawai‘i

Hep Free Hawai‘i is a coalition of local, national, and global partners dedicated to increasing viral hepatitis awareness and access to care throughout Hawai‘i.

**SUMMARY OF POSITION:** Permanent, part-time position (20-35 hours per week) with Hep Free Hawai‘i, located on O‘ahu. Salary is commensurate with experience (minimum \$15/hour), with excellent benefits. The Hepatitis Care Coordinator will provide participant-centered case management services to program participants living with hepatitis C and/or B. Support and advocacy to be focused in the following areas: (1) medical appointments related to hepatitis care; (2) medication related to hepatitis care; (3) housing applications (4) emotional/mental support referrals (5) financial support and benefit referrals (5) community-based outreach in the form of direct service and public education.

**SCOPE OF POSITION: Reports to:** Hep Free Hawai‘i Director **Accountable to:** Program participants, department staff, care director, other agencies, advocacy organizations, funders

### **MAJOR DUTIES & RESPONSIBILITIES**

1. Ensure program participants are contacted:
  - Contact program participants according to Hep Free Hawai‘i standards for acuity level.
  - Meet with program participants in or out of the office to address their needs.
2. Ensure that all program participants have access to medical care:
  - Ensure that all program participants have health care coverage.
  - Refer program participants to appropriate medical providers and accompany program participants to appointments if needed.
3. Link all program participants to resources for hepatitis and other medication, if needed:
  - Assist program participants to apply for coupon programs or other drug assistance programs if needed and eligible.
  - Act as liaison between pharmacies and program participants.
4. Ensure that all program participants are linked to medical care.
  - Be updated on hepatitis treatment practices.
  - Establish and maintain relationships with local clinics and hospital facilities.
  - Monitor program participants’ adherence to recommended medical care.
5. Ensure that all program participants have access to all financial benefits, if needed and eligible:
  - Assist program participants to apply for Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Department of Human Services’ (DHS) monetary benefits, Food Stamps, and/or unemployment benefits if needed and eligible.
  - Advocate on behalf of program participants for Worker’s Compensation benefits, long-term disability, short-term disability, temporary disability.
6. Provide emotional support to all program participants:
  - Provide ongoing emotional support to program participants.
  - Link program participants to psychiatric care services and other mental health resources if needed and eligible.
  - Refer program participants in crisis (e.g., suicidal) to appropriate resources.
7. Ensure that all program participants have access to nutritious food.
8. Ensure that all program participants have access to housing:
  - Assist program participants to access emergency or temporary shelter, and/or emergency funding for security deposits, rent, and utilities if needed and eligible.

- Advocate for program participants during housing eligibility assessments.
  - Act as liaison between program participants and landlords.
9. Follow all administrative procedures:
    - Document progress notes weekly.
    - Complete assessment within 30 days of intake and re-assessment every 6 months.
    - Develop service plan within 30 days of intake. Review and revise service plan regularly every 6 months.
    - Initiate discharge procedures as needed.
  10. Perform additional duties:
    - Work as a team with other staff; support team members.
    - Maintain appropriate professional and ethical standards.
    - Perform other duties, as needed. Duties are subject to change.
    - Participate in supervision and all scheduled staff meetings.
    - Comply with all policy and procedures of Hep Free Hawai'i, Health and Safety program and quality management program.
    - Comply with Hep Free Hawai'i's confidentiality policy, HIPAA requirements, cultural competencies and rights to person served as well as CARF Standards.

### **MINIMUM QUALIFICATIONS**

**Education:** Social work degree (BSW/MSW) preferred.

**Experience:** Experience in outreach and case management.

**Knowledge and Skills:** Strong interpersonal, written, organizational, and oral communication skills. Good crisis intervention and de-escalation skills. Basic computer skills required, including Microsoft Office. Knowledge of addiction and injection drug use a plus. Knowledge of and commitment to the mission of the Hep Free Hawai'i. The Hepatitis Care Coordinator must be open, honest, punctual, detail-oriented and organized. Being able to work autonomously is a must.

**Abilities:** Non-judgment and the ability to respect the knowledge, actions and feelings of others is required. Ability to deal with difficult interactions with care, compassion and assertiveness, and have the confidence and ability to work alone. Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.

**Physical and/or Medical Demands:** Must be able to walk for long periods of time to engage in street-based outreach and locate homeless program participants. Must to be able to lift and/or move up to 30 pounds.

Must have driver's license and clean driver's abstract, and be willing to provide own transportation to transport program participants as needed. Cannot be suspended or revoked from medical/care participation.

### **DESIRED QUALIFICATIONS**

1. One or more years of experience in the human services field.
2. Training in substance use, harm reduction, and dual diagnosis preferred.

To apply, please send resume and cover letter to:

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