



300 W. Lanikaula Street
Hilo, HI 96720
808-935-3721

<https://islandofhawaiiymca.org/>

YMCA Kokua Outreach Worker

Department: Big Island Kokua Special Project (BIKSP)

Supervisor: BIKSP Program Manager, Director of Programming/CEO Island of Hawai'i YMCA

Position Goal:

Provide Kokua health insurance services to the uninsured Hawai'i Island population, targeting COFA, migrant farm workers/service industry workers, homeless, IDUs, LGBTQ community, and recently released prison population.

Duties and Responsibilities:

- Complete all training and turn in all paperwork required by DHS, MQD and FFM.
- Attend meetings as required by HIHAF and MQD, providing timely and informed responses when operational and/or administrative issues or questions arise.
- Provide prompt assistance to Island of Hawai'i YMCA and MQD staff regarding operational issues.
- Assure timely compliance with all contract responsibilities.
- Travel to consumers in communities and provide the primary role of assisting people by providing information on affordable health insurance and direct assistance through the enrollment process.
- Build relationships with other community organizations
- Arrange and schedule outreaches in the community for targeted populations through health fairs, individual outreach, etc.
- Provide feedback to Program Manager on strategies for effective engagement with community members and the type of appropriate tools for educating specific target populations.
- Track and record data of 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 BIKSP Program Manager for tabulation and reporting.
- Submit mileage and expense reports monthly to Director of Program.
- Carry out and complete all other duties as assigned by the Director of Programming or BIKSP Program Manager
- Adjust work schedule when necessary, to meet program needs.
- Abide by all policies set forth in the Island of Hawai'i YMCA employee manual.
- Participate in the fundraising activities of the Island of Hawai'i YMCA.

Abilities and Experience

- Ability to speak to and work with a variety of people from various ethnic and socioeconomic groups.
- Ability to translate complex information about health insurance to individuals and groups with varied educational levels and backgrounds.
- Ability to work with other people in a collaborative manner.
- Ability to communicate both verbally and in writing. Ability to use office equipment, including computers and software packages proficiently.
- Responsibility for maintaining client confidentiality and PHI.
- Effectively training in cultural competencies.
- Have transportation, i.e., automobile, etc., which is fully insured and has current registration, safety check, and Hawai'i driver's license.
- Ability to work agreed upon scheduled hours – may include some evenings and weekends.
- Perform other related duties as negotiated to meet the on-going needs of the organization.
- Work harmoniously with others.

Dated: 04-07-2021