



JOB DESCRIPTION

Job Title	Community Healthcare Worker (CHW)
Department	Admin
Reports To	Keawa'iki Ma'alea
Classification	Full-Time Non-Exempt
Date Reviewed	5/19/26

POSITION DESCRIPTION

The Community Healthcare Worker (CHW) provides frontline public health outreach services to the Native Hawaiian and greater Maui community to promote community networking and participation in HUI programs. A CHW serves as a liaison between health and social services, and the community to facilitate access to services to improve community health outcomes. Through outreach efforts and services, the CHW creates trust building relationships, and eliminates barriers to care by serving people where they are. The CHW conducts and participates in all HUI programs, presentations, and health education & screenings

The CHW functions as a cross-trained team member across all Hui departments and programs. Performs duties within Oral Health, Traditional Healing, Imi Ola Hou, Front Desk and Reception, and other operational areas as assigned. The CHW supports the Ka La'i Ola Coordinator and other program staff to ensure seamless service delivery and continuity of operations.

ESSENTIAL DUTIES AND FUNCTIONS

1. Complies with Health Insurance Portability and Accountability Act (HIPPA) regulations; all patient health information will be strictly accessed and handled in a confidential manner at all times. Access to patient health information shall be limited to only those persons needing such information in order to perform the specific duties of their job (such as direct patient care, patient billing or quality assurance review).
2. Completes intake assessments of new HUI clients.
3. Manages community health by establishing and maintaining trusting relationships with individuals, families, and providers to promote health, recovery, resiliency, and wellness. Advocating in members and families' best interests to ensure needs/choices are accurately represented/supported, and that timely care/services are delivered.

4. Provides Health education and outreach information in the form of presentations, clinics, and health screenings to the Native Hawaiian and greater Maui community, families and school groups.
5. Assists with the development of curriculum for culturally relevant programs
6. Performs Community Healthcare Worker and reception responsibilities within Oral Health, Traditional Healing, Integrated Oral Health (IOH), Front Desk, Lomi Reception, and other program areas as assigned.
7. Provides administrative, operational, and program support to the KLO Coordinator and other Hālau Ola staff, including scheduling, outreach, events, documentation, and special projects as needed and approved by the Executive Assistant.

8. Provides resources, referrals, and linkage to health-related services in the community. Introduces new or underutilized programs or services to the community.
9. Provides health screenings in various settings including but not limited schools, outreach events, outdoors, and in the clinic.
10. Guides community members to navigate the healthcare systems. This will include but not be limited to shadowing appointments, care coordination and assisting with community events as necessary. Paying careful attention to the clinical/license scopes and using professional judgement to take the appropriate actions necessary in the best interest of the community member(s).
11. Responsible for entering daily data entry of encounters, outreach, and events into the Electronic Health Record system software and additional databases as they are required for capturing grant deliverables.
12. Conducts home visits or wellness checks for HUI program participants as instructed by the CWO manager or referring service provider.
13. Arranges and/or provides transportation for HUI client appointments.
14. Build capacity within the clinic and the community to address health issues.
15. Recruits' participants for HUI programs.
16. Participate in continuous training and certification opportunities.
17. Cleans and maintains work areas daily.
18. Assists with vehicle maintenance of the organization's vehicles (i.e. filling gas, washing vehicles, reporting low level to Director or Operations).
19. Other duties as directed by the Executive Assistant & Executive Director.

QUALIFICATIONS:

1. Resident of Maui
2. High School Graduate or GED
3. Experience with vital signs to include blood pressure. (certification on own, within six months)
4. Prior experience with Microsoft programs (Outlook, Office, etc).

5. Ability to be detailed, precise, secure, and timely with data entry.
6. Ability to communicate clearly and tactfully with others.
7. Ability to prepare written reports, memos and other communications in a clear professional manner.
8. Ability to adapt to various work settings and conditions.
9. Ability and prior experience working with minimal supervision.
10. Good interpersonal skills.
11. Ability to work with Native Hawaiian community and greater Maui community.
12. Clean traffic abstract with current valid Hawaii State driver's license and transportation.
13. Must possess a valid driver's license.
14. 2-step TB clearance prior to employment.
15. CPR, 1st aid and AED certification.

The above information of this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform essential functions of this position.

EMPLOYEE:	DATE:
SUPERVISOR:	DATE:
EXECUTIVE DIRECTOR:	DATE: