

TELEHEALTH OUTREACH MANAGER

Ho`ōla Lāhui Hawai`i is a FQHC, non-profit community health organization serving families throughout the county of Kaua`i. We are seeking a full-time Telehealth Outreach Manager for our community health center.

Under the supervision of the Director of Administrative Services, this full-time position has oversight of patient relationships with technology services and manages HLH telehealth outreach services to the community throughout the county of Kaua`i.

Position description:

- Oversee and train telehealth service workers that assist patients with telehealth technology.
- Work with vendors to assure devices are appropriate and ready for patient use.
- Coordinate schedules for telehealth service workers and approve time off & timesheets for payroll.
- Set-up and maintain access for patients' help desk services.
- Coordinate with Finance Dept, as applicable, on any telehealth agreements.
- Manage Patient Technology Inventory.
- Manage access to Patient Telehealth Portal, including managing and assisting on the "Help Desk".
- Work with vendors that provide reduced connectivity costs to patients.
- Assists in recruiting telehealth service workers to provide support to patients.
- Communicates weekly (at a minimum) with Director of Admin Services to discuss schedules and activities.
- Provides data and reporting on activities as requested (monthly report to CEO, data for grants, etc.).
- Follow all established agency policies and procedures
- Conduct oneself in a professional manner, maintaining patient confidentiality at all times.

Position requirements:

- High school graduate or equivalent.
- Flexibility is KEY!
- Able to communicate clearly and tactfully with others, prepare written reports and other necessary communications in a professional manner. Skilled in use of computer and MS Office software.
- Ability to work with a wide variety of providers, patients, and staff.
- Knowledge of local community and diverse cultures. Culturally sensitive to the needs of the Hawaiian community. Cultural sensitivity to our many Hawai'i cultures is important.

Ho`ōla Lāhui Hawai`i is an Equal Opportunity Employer. Employees of Ho`ōla Lāhui Hawai`i and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, age, religion, veteran's status, citizenship, national origin, ancestry, disability, sex, sexual orientation, arrest or court record, marital status, genetic information, gender identity or expressions, domestic or sexual violence victim status, or any other classification protected under state or federal law.

Excellent pay and benefits.

Submit resume and cover letter to Human Resources Director via email.