OPEN POSITION: Certified Nursing Assistant (TQIC)

ABOUT HHHRC: The Hawai'i Health & Harm Reduction Center (HHHRC) 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, LGBQ and the Native Hawaiian communities. We strive to empower the diverse communities we serve through outreach, support, and education.

DEPARTMENT/PROGRAM: Temporary Quarantine and Isolation Center (TQIC)-
Background on Center: The TQIC was established in response to the anticipated need of those most vulnerable; unsheltered individuals, either physically demonstrating symptoms of SARS-CoV-2 (COVID-19) virus awaiting lab test results, or houseless having tested positive for COVID-19, stable for discharge from the emergency department (ED) or hospital needing continued isolation. The primary function of the facility is to contain the spread of COVID-19 and to also reduce the strain on local emergency healthcare facilities. Visit https://health.hawaii.gov/bhhsurg/tqic/ for more information.

How Referrals are made to TQIC: TQIC is accessed through two primary pathways, (1) Hospital/ ED referrals via a warm hand off through the provider to provider line at 808-683-5484 (f: 808-425-4013) or (2) community referral via the Coordinated Access to Resources Entry System (CARES) at 808-832-311.

RESPONSIBLE TO: HHHRC; Medical Director; Partner Agencies, and Clients

PRIMARY RESPONSIBILITIES: Performs basic patient care functions under the supervision of the RN and or Provider. Front office duties in accordance with current Temporary Quarantine Isolation Center’s policies and procedures.

MAJOR DUTIES & RESPONSIBILITIES:

Patient Care
  • Assists with admission, transfer of care, or discharge of patients. maintains a patient recall system, including continuity of care log for lab tests, referrals, and transfers.
  • Obtains vital signs and reports significant findings and pertinent patient observations to clinic physician.
  • Performs audiometry and vision testing.
  • Performs other job-related duties as assigned.
  • Performs questions patient about well-being. Documents in patient’s EMR (Electronic Medical Record)
  • Interviews consultation and follow-up patients according to procedure and generates appropriate documentation.
  • Observes, recognizes, and reports significant patient symptoms to registered nurse or provider and takes appropriate action if necessary, under the supervision of the Registered Nurse or Provider.
  • Calls in prescriptions to pharmacies. (by Certified Medical Assistant and RNs only)
  • Keeps rooms stocked and ensures adequacy of medical supplies, placing orders when necessary.
  • Make sure that equipment is properly functioning: Vital signs machine, laryngoscope, otoscope, ultrasound machines. Scale and reports to direct supervisor if there is something malfunctioning
  • Scan reports, labs and diagnostic testing results in patients EMR.
  • Assist and provide personal care to patients in the Temporary Quarantine Isolation Center
  • Assist Registered Nurse with the coordination of care for patient in Temporary Isolation Center

Front Office
  • Assists with answering the phone.
  • Makes and sends out information packet for new patients.
• Schedules appointment for consults and follow-ups.
• Schedules procedures at other facilities for patients.
• Calls for lab and diagnostic testing results.
• Sends/calls for appointment reminders.

Organizational

• Complies with HIPAA regulations as they apply to the job; protects patient confidentiality.
• Promotes a positive, professional, working relationship with patients, physicians, peers and staff.
• Adheres to HHHRC policies and procedures concerning compliance with government regulations. Reports any misconduct to the Clinical Director.

TYPICAL PHYSICAL DEMANDS

• Essential: standing, walking, seeing, hearing, speaking; moving, lifting and positioning patients; lifting usual weight of 30 pounds up to 50 pounds; pushing/pulling 10 pounds; reaching above and below shoulder level; repetitive arm/hand motions.
• Frequent: sitting, stooping/bending, finger dexterity, gripping of an object, reaching at and below shoulder level
• Occasional: kneeling, squatting, and twisting body
• Requires good physical and mental health. Duties require attention to detail, alertness, tolerance to stress, sound judgment, critical thinking skills, logic and ability to follow orders.
• May require evening, nights and weekend hours

TYPICAL WORKING CONDITIONS

• May be exposed to communicable disease and body fluids, sharps and chemicals. (All appropriate CDC & DOH recommended Personal Protective Equipment- PPE) will be provided, if needed.
• May be required to deal with hostile/challenging patients
• Not substantially subjected to adverse environmental conditions. Exposure to body fluids, communicable diseases and mechanical/electrical units, physical hazards, chemical hazards, solvents, sterilization agents, working with hands in water.

REQUIRED QUALIFICATIONS

• Previous experience working in a clinical setting
• Advanced computer and data entry skills.
• Up to date TB clearance, immunization record
• Knowledge of medical/nursing equipment to administer patient care
• Skill in identifying medical problems and recommending solutions
• Ability to handle multiple tasks at one time
• Good interpersonal relations skills
• Skill in preparing and maintaining records
• Computer literate
• Ability to prioritize duties
• Ability to react calmly and effectively in emergency situations
• Ability to interpret, adapt, and apply guidelines and procedures
• Ability to communicate effectively in person, over the phone, in writing and by computer
• Self- Starter
• Detail Oriented

ORGANIZATIONAL

• Complies with HIPAA regulations as they apply to the job; protects patient confidentiality.
• Promotes a positive, professional, working relationship with patients, physicians, peers and staff.
• Adheres to TQIC policies and procedures concerning compliance with government regulations. Reports any misconduct to the Clinical Director, Provider, Medical Director OR Human Resources

OTHER CONSIDERATIONS
• 5:30 PM Wednesday Leadership/ managements are open for attendance, unless previously notified by management of required attendance. Weekly agendas with meeting minutes and/or trainings are disseminated for review and for those that cannot attend.
• maintain HHHRC Core Values: Harm Reduction, Respect, Advocacy, Quality Care, Compassion and Integrity.

HOW TO APPLY
Please carefully read and fully comply with the following. Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application, and the names and contact information for three relevant references. Applications may be submitted via postal mail, fax or email attachment as follows:

Hawaii Health & Harm Reduction Center
677 Ala Moana #226
Honolulu, HI 96813
Telephone: 808-521-2473 ext. 234
Fax: 808-853-3274
Email: jcasken@hhhrc.org

Hawaii Health and 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.