



OPEN POSITION: COVID/Stabilization Call-in (or Relief) Case Manager (Temporary, Hourly)
Hawai'i Health & Harm Reduction Center

DEPARTMENT/PROGRAM: Waikiki Beachside Isolation & Quarantine Center

ABOUT US: 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, LGBTQ, and the Native Hawaiian communities. HHHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements, and treatment. We foster health, wellness, and systemic change in Hawai'i and the Pacific through outreach, care services, advocacy, training, prevention, education, and capacity building.

SUMMARY OF POSITION: Temporary, hourly, call-in position with Hawai'i Health & Harm Reduction Center located in Honolulu, Hawai'i.

The COVID/Stabilization Case Manager provides client-centered medical case management services to clients with COVID-19 at a Department of Health-sponsored Isolation and Quarantine Center. This position covers staffing shortages when needed.

REPORTS TO: Medical Case Manager – Team Lead (Waikiki Beachside)

RESPONSIBLE TO: Clinical Director, department staff, partner agencies, advocacy organizations, funders, clients

ESSENTIAL DUTIES & RESPONSIBILITIES:

Ensure clients have a no less than three times a day wellness checks:

- Wellness checks include temperature and symptoms documentation, discussion of how client is feeling, and any service needs.
- Wellness checks for homeless clients include daily check-in about plans for placement and timeline for exiting guest to housing or treatment.
- Staff should read previous wellness check notes, follow up with clients, and document progress.

Ensure that all clients have transitional plan:

- Ensure that clients have a place to go after quarantine, isolation, or stabilization. Coordinate all aspects of discharge from facility.

Ensure that all clients are linked to medical care:

- Work with clients to ensure connection with primary care to monitor COVID/mental health stabilization.
- If clients do not have primary care and are interested, liaison with HHHRC clinic for telehealth or in-person visits at the Kaka'ako clinic.

HAWAI'I HEALTH & HARM REDUCTION CENTER

677 Ala Moana Blvd. Suite 226, Honolulu, Hawai'i 96813 | (808) 521-2437 | www.hhhrc.org



Ensure that all clients have access to all financial benefits, if needed and for which they are eligible:

- Assist clients to apply for Social Security Disability Insurance (SSDI), if eligible.
- Assist clients to apply for Supplemental Security Income (SSI), if needed and eligible.
- Assist clients to apply for Department of Human Services' (DHS) monetary benefits and Food Stamps, if needed and eligible.
- Assist clients to apply for unemployment benefits, if needed and eligible.
- Assist clients to apply for Ryan White emergency funding, if needed and eligible.
- Link clients with vocational rehab programs (e.g., Social Security's "Ticket to Work" program).
- Advocate on behalf of clients for Worker's Compensation benefits, long-term disability, short-term disability, temporary disability.

Provide emotional support to all clients:

- Provide ongoing emotional support to clients.
- Link clients to psychiatric care services if eligible.
- Link clients to other mental health resources, if needed.
- Employ de-escalation techniques to address clients in crisis and refer to appropriate resources.
- Provide support to clients considering re-entry into the workforce.

Ensure that all clients have access to housing:

- Assist clients to access emergency or temporary shelter, if needed and eligible.
- Assist clients to obtain emergency funding for security deposits, rent, and utilities, if needed and eligible.

Follow all administrative procedures:

- Follow all HHHRC and Waikiki Beachside policies and procedures.
- Enter data into HMIS, EMR, SharePoint, and D365 as needed.

Perform additional duties:

- Coordinate repairs and maintenance duties in office.
- Meet deadlines, as assigned by team lead and/or clinical director.
- Work as a team with other staff and support team members.
- Participate in supervision.
- Participate in agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Comply with all policies and procedures of HHHRC Health & Safety Program and Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Perform additional duties as needed and assigned. Duties are subject to change.

MINIMUM QUALIFICATIONS:

HAWAII HEALTH & HARM REDUCTION CENTER

677 Ala Moana Blvd. Suite 226, Honolulu, Hawai'i 96813 | (808) 521-2437 | www.hhhrc.org



- Demonstrated experience and ability relevant to the responsibilities of the position.
- Excellent interpersonal, written, and oral communication skills.
- Proficiency with Microsoft Office applications and willingness to increase skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others required.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness to work for a nonprofit organization.
- Understanding of, and agreement with, the mission of HHHRC.

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 clients experiencing trauma and distress.

PHYSICAL REQUIREMENTS:

- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Moderate physical activity. Requires handling of average weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day and climbing three (3) flights of stairs.

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 (found on hhrc.org/employment), and the names and contact information for three relevant references. Applications may be submitted via postal mail, fax, or email attachment as follows:

Hawai'i Health & Harm Reduction Center
677 Ala Moana Blvd., Ste. 226
Honolulu, HI 96813
Telephone: 808-521-2473 ext. 234
Fax: 808-853-3274
Email: jcasken@hhrc.org

Hawai'i Health & 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

HAWAI'I HEALTH & HARM REDUCTION CENTER

677 Ala Moana Blvd. Suite 226, Honolulu, Hawai'i 96813 | (808) 521-2437 | www.hhhrc.org





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.

REV. 08/24/2021

