

PAPA OLA LOKAHI

POSITION TITLE: Program Coordinator, NHHSP
TYPE: 0.5 FTE, At Will (Exempt or Non-Exempt)
SALARY RANGE:
FUNDING SOURCE:
DEPARTMENT:
RESPONSIBLE TO: Program Director, Native Hawaiian Health Scholarship Program

POSITION RESPONSIBILITIES:

Essential Duties:

I. GENERAL COUNSELING, MONITORING & COORDINATED SUPPORT SERVICES

1. This position is responsible for the delivery of supportive academic counseling, employment preparation and job placement services to the scholars of the Native Hawaiian Health Scholarship Program (NHHSP). The development and maintenance of a comprehensive Coordinated Service Plan (CSP) for each scholar is expected of this position. Additionally, this position will also assist the director with other related programmatic functions as directed.
2. Provide a supportive relationship with each scholar.
3. Update and maintain all electronic and hard-copy folders of each scholar.
4. Proactively meet with scholars to update their program status and address successes and barriers.
5. Facilitate meetings between scholar, NHHSP, and third-party representatives (e.g., academic advisors, placement site supervisors, HRSA/BPHC) to update progress and identify, address and resolve any barriers.
6. Facilitate other counseling services for scholars with academic, employment preparation, professional licensure and placement issues.
7. Maintain excellent documentation related to scholar contact, including ancillaries who are identified in the scholar's contract and CSP.
8. Systematically monitor and review scholar status to assure a continued supportive relationship.
9. Maintain a caseload of approximately 35 to 55 "active in-education, in-transition and in-placement" scholars, while performing minimal profile updating tasks to a listing of approximately 35 program Alumni on an annual basis.
10. Maintain current addresses and contact information for all scholars and third-party CSP representatives.
11. Ensure confidentiality through scholar consents to obtain and release of information.

II. COORDINATED SERVICE PLAN (CPS)

- a. Facilitate and maintain a comprehensive Coordinated Service Plan (CSP) for each scholar that clearly identifies program goals and objectives, timelines and all stakeholders and their responsibilities.
- b. Complete the comprehensive CSP to accompany the program contract and DCW at new scholar orientation. Thereafter, update the CSP as needed with a mandatory annual review.

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- c. Maintain a list of support services for scholars that correspond to each phase of their CSP.
 - d. Maintain CSP along with other supporting documents and make them available at-all-times for program audits, compliance and quality assurance reviews.

II. ACADEMIC, EMPLOYMENT PREPARATION AND JOB PLACEMENT SUPPORT

- a. Monitor and record status of each service component of the scholar's CSP to assure optimal matriculation and transition through the various phases of the Native Hawaiian Health Scholarship Program.
- b. Assess and record all issues regarding scholar's matriculation, and review with program director and coordination team in a timely fashion or at the monthly scheduled team meetings for further analysis and determination of acuity level and formulate a Corrective Action Plan (CAP).
- c. Facilitate communications with CSP teams and record outcomes of the CAP that may require pre-approval and facilitative or direct monitoring support by the program director.
- d. Facilitate and produce all CAP's with specific strategies and a timeline to ameliorate the issues. An evaluation of the plan's progress and final outcomes must be recorded into the scholar's CSP.
- e. Engage with scholars twelve months prior to placement to review potential placement sites in order of priority; monitor completion of graduation requirements, advance trainings, and licensure; and initiate discussion regarding transitional issues.
- f. Provide support services to increase employment readiness such as assistance with developing resumes, enhancing interviewing skills, and visiting potential employment and community sites.
- g. Facilitate linkage of the scholar to the employment site by establishing an interview date, coordinating transportation and ensuring a successful interface of scholar and employment site.
- h. Produce the Scholar Placement Plan (SPP) and present to scholar at least 3 months prior to graduation. Indicate in the plan details concerning the coordinator's monitoring requirements.
- i. Facilitate and monitor all scholar requests for deferment of service obligation with HRSA/BPHC in the event that placement according to the scholar's SPP is delayed for any reason. Include in such requests a Corrective Action Plan (CAP).
- J. Facilitate and obtain required documentation of continued scholar service obligation and a status report from agency.
- k. Prepare scholar to exit program following the successful completion of the service -- preparing final documentation from NHHSP and HRSA/BPHC for the program exit interview with scholar.
1. Conduct End of Service (EOS) interviews with scholars, complete and record final program evaluations, close-out scholar's CSP, and provide scholar with all EOS documentation.

III. RELATED JOB DUTIES

- a. Assist program director with Annual Scholar Recruitment and Application Process; Monitoring and Updating of Coordination Policies and Procedures; Maintenance and Evaluation of Database and Program Records; Program Quality Assurance Reviews; Program Funding and Compliance Planning and Reviews; Hawai'i Community Health Professions' Needs Assessment; Educational Institution and Placement Site Database Development and Reviews; Scholar Cultural Competence Training and other Health Profession Educational Training opportunities; NHHSP website and Ka Lahui No Ke Ola Portal Updates and Maintenance.
- b. Work is generally performed in an office environment but may also require travel to secondary and post-secondary educational institutions, health agencies and community-based organizations on-island and off-island. Must have reliable transportation and the ability to travel to off-site meetings and work-related events.
- c. Follow agency policies and procedures in compliance with government, funder and corporate requirements and policies, including confidentiality policies and the Health Insurance Portability and Accountability Act (HIPAA) policies.
- d. Support Papa Ola Lokahi's mission and related activities.
- e. Ability to deal effectively and courteously with all NHHSP and POL staff and constituents.
- f. Ability to carry approximately 15 pounds.
- g. Performs other related duties and responsibilities as assigned by NHHSP director.

Non-Essential Duties:

Working Conditions: Work is office-based in an environment where other administrative and program staff share a large open-plan room with individual offices. Work is almost always indoors and the director requires the skills needed to work with a range of people from different backgrounds. Weekend hours and neighbor islands travel may be required.

Work Hours: Normal working hours 8:00am- 5:00pm (includes 60 minutes lunch). Weekend hours may be required for training events, health education events and conferences.

Equipment Use: Familiar with computers, photocopiers, fax machines, telephone and messaging systems and other generalized office equipment. He/She will be competent with a range of software including MS Word, Excel, PowerPoint and any other programs that may be relevant to their area of business.

Mental, Physical and Communication Demands: Travel during the day may be necessary to attend meetings in other locations and out of state travel is required to attend meetings that are deemed mandatory by a funder, e.g., National Cancer Institute. Essential: sitting, walking, stooping/bending, finger dexterity, seeing, hearing, speaking. Frequent standing, lifting usual weight up to 25 pounds; carrying usual weight of 5 pounds up to 20 pounds; reaching above, at and below shoulder level; repetitive arm/hand motions. Occasional: climbing stairs, twisting body, pushing/pulling. Operates computer, printer, copier, facsimile machine, typewriter, telephone and other office equipment.

EXPERIENCE & QUALIFICATIONS

1. Bachelor's degree in a human service or education field is preferred; five (5) years working in education, post- secondary educational program, health, and/or human service related field with direct student or client contact and interaction, or equivalent.

2. Three (3) years of experience working with the Native Hawaiian population of which one (1) year is providing counseling and guidance services in meeting programmatic goals.
3. Knowledge in post-secondary education matriculation, and job development and vocational placement is preferred.
4. Strong analytical, report writing and communication skills.
5. Must have excellent computer skills and experience with MS Office Pro Word, Excel, Access, and Outlook (e.g., email, calendar, contacts, and tasks), Internet Explorer and other web browser software. Knowledge of customized database environments (e.g., structure, input, maintenance and programming) is strongly desired. as well as skills to learn and utilize other computer software programs as required.
6. Communicate effectively with agency management and staff, program scholars, staff of post-secondary educational institutions and federal agencies.
7. Demonstrated knowledge of Native Hawaiian health.
8. Demonstrated knowledge of the Native Hawaiian Health Care Systems and Centers.
9. Demonstrated knowledge of post-secondary education matriculation, and job development and vocational placement.
10. Demonstrated competency in Native Hawaiian culture, values, and protocols.
11. Demonstrated knowledge of multiple higher education systems.
12. Demonstrated knowledge of financial aid programs.

Authorized/Approved by _____

I, _____ acknowledge receiving this job description.

The above information on 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. Management has the right to add to, revised, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.