

Community Liaison



Full-Time Position

Location: Homecare

Position Summary

The Community Liaison effectively communicates Hawaii Care Choices mission, vision and values to develop positive relationships with the community, long term care facilities and private practices. Responsible for educating and promoting accurate information to develop and cultivate new relationships. Responsible for promoting all of Hawaii Care Choices hospice and palliative care programs.

Duties & Responsibilities

- Educates and informs patient and/or family of Hawaii Care Choices services.
- Conduct patient admissions by obtaining consents for services.
- Develop working relationships working with local and regional physicians, medical groups, medical facilities and the community.
- Educate physician and hospital staff, and discharge planners about the services available through Palliative Care and Hospice.
- Establish self as a loyal and trustworthy liaison and patient advocate.
- Assist admission team in gathering needed paperwork and/or patient information, follow up activities and/or reporting problems.
- Resolves customer complaints by investigating problems, deploying solutions, and making recommendations to supervisor.

Skill & Knowledge Requirements

- Critical thinking skills and judgment in the admission process for patients and their families.
- Ability to collect information through motivational interviewing
- Ability to work cooperatively with others to build relationships.
- Ability to coordinate and promote services and follow through to ensure needs are met.
- Requires excellent organizational, critical thinking, multi tasking and assessment skills.
- Requires the ability to work independently with minimal supervision.
- Interest and desire to promote palliative and hospice care with a special sensitivity to the needs of the seriously ill.

Education & Experience Requirements

- Bachelor's Degree in Marketing, Communications, or Healthcare Administration is preferred.
- Minimum of one (1) year of experience in direct sales experience is preferred.
- Healthcare environment experience is preferred.
- Must possess valid driver's license

Click the link below to apply & assessment testing:

<https://www.ondemandassessment.com/link/index/JB-7LTFJCFTZ?u=173424>

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