



Position Description

Title: Care Advocate/Case Manager

Division: Operations

Reports to: Program Manager, EFA

Travel: None

Status: Hourly, Non-Exempt

Standard Work Hours: M – F, 9:00 AM – 5:30 PM

JOB SUMMARY:

Reporting to the Program Manager, the Care Advocate/Case Manager will directly manage EFA applications to ensure overall program success.

DUTIES, RESPONSIBILITIES, and EXPECTATIONS:

Duties and responsibilities include, but are not limited to the following:

- Provide outstanding customer service to applicants in EFA programs.
- Review applications to submit for approval.
- Assist applicants with completion of their forms, collect all required paperwork, and make all necessary contacts prior to submitting applications for approval.
- Communicate with applicants regularly on the status of their application.
- Express empathy for situation and treat each applicant with dignity and respect.
- Follow up with applicants as needed to inform them of approval, denial, need for more documentation or need for recertification/reapplication.
- Other duties as assigned.

PERFORMANCE EXPECTATIONS:

- Accurately document files with minimal to no error for processing.
- Demonstrates a strong work ethic, high degree of professionalism, and positive attitude.
- Utilizes excellent verbal and written communication and people skills with co-workers, clients, members and the community, and in all work product.
- Ability to work overtime, nights/weekends/holidays as needed.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma, or equivalent work experience
- Uses proficiently Microsoft Word, Excel, Outlook and a working knowledge of database systems.
- Experience directly working inside the Native Hawaiian community.
- Ability to effectively work in a dynamic and fast-paced environment.
- Ability to set and achieve goals, to self-motivate, and to work independently.
- Knowledge, understanding, and sensitivity to Native Hawaiian issues is preferred.
- Demonstrated ability to provide quality customer service.
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously.



- Ability to effectively work in a dynamic and fast-paced environment.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Date