

PART I

HAWAII HEALTH SYSTEMS CORPORATION
STATE OF HAWAII

Class Specifications
for the classes:

HEALTHCARE SERVICES SPECIALIST II, III
Job Codes: 3.320, 3.321, Pay Grades: SR18, SR20
Bargaining Unit 13

Series Definition:

Healthcare Services Specialists seek to improve the overall quality of life of people within the context of their environment by improving accessibility, accountability and coordination of service delivery among a variety of professionals and/or agencies tasked with providing appropriate services to patients. The Healthcare Services Specialist may come from a variety of interdisciplinary bases, establish working relationships of mutual respect and trust with the patients and families served, and utilize a variety of helping interventions to enable these patients to function as effectively as possible.

Healthcare Services Specialists are found in a variety of settings and work with diverse types of people. They may be found in hospitals and other health service agencies. They interact with patients as well as their family members, friends, physicians; and other professional staff engaged in the helping professions. Services provided to patients may be fairly simple and brief, such as identifying and making referrals to service providers within a specific geographic area who provide assistance in meeting readily identifiable needs. Services may also be more complex such as in dealing with patients who are resistive to accepting services, or have psychological and physical problems such as multiple disorders or drug addiction which can create further problems in their understanding of situations and accepting and following treatment plans, and can cause them to become belligerent or violent towards themselves and others. Such patients may have problems for which no clear treatment modalities exist, or treatment services may be fragmented and must be developed or coordinated with the aid of a variety of other service providers.

Although work settings may differ, all Healthcare Services Specialists use similar professional concepts, principles and techniques regardless of the program in which they work. They share a common comprehension and the effective use of core work functions. This includes understanding the nature of human behavior such as individual motivations and group dynamics; understanding patient strengths, problems, and needs.

Healthcare Services Specialists may identify resources and services, may provide specialized services in conjunction with other professionals, and/or may coordinate services and make referrals.

Level Distinctions:

Classes in this series are distinguished from each other by differences in:

1. The character and complexity of work in terms of the nature, variety and difficulty of work assignments; the scope and level of responsibility; and the impact of the work on others or on program operations;
2. The breadth of professional knowledge, judgment and abilities required to establish and provide appropriate services to patients, establish policies and to plan, develop, implement and evaluate programs, operations, plans and services;
3. Given the nature of the work, which may involve life or death situations, the supervisor or other managers may work together with the worker to provide direction in making casework decisions in extremely critical or unusual situations which may be life-altering or precedent-setting. This type of intervention should not affect the classification of a position given the other level-determining factors in the assigned work.

HEALTHCARE SERVICES SPECIALIST II

Job Code: 3.320, Pay Grade: SR18

Duties Summary:

Assists with assessing patients' needs and helping connect them to appropriate resources and services, identifying basic patient needs, making referrals to healthcare providers, and ensuring patients receive the support they require. May also assist in coordinating care by helping with documentation, follow-up calls, and tracking services, learn how to collaborate with patients, families, and other professionals while gaining experience in the tools and processes that ensure timely and effective service delivery, and performs other related duties as assigned.

Distinguishing Characteristics:

This is the first level in the series. Positions in this class receive training in the principles, practices and techniques of human services work and are assigned increasingly complex cases while continuing to advance toward becoming independent workers. Routine casework which follows well-established procedures is performed under more relaxed supervision.

Knowledge and Abilities Required: The knowledge and abilities required in order to effectively perform the key duties are indicated by prerequisite knowledge and abilities,

which must be brought to the job and acquired knowledge and abilities that are required for full performance but may be within the probationary period.

Prerequisite Knowledge of: General research methods and techniques; methods and techniques for evaluating and analyzing facts; report and letter writing; various social, psychological, economic and emotional factors, such as culture, gender, age, disabilities, values, etc., that can influence the behavior and attitude of individuals; and principles and practices of behavioral sciences.

Acquired knowledge of: Learn interviewing methods and techniques; casework methods and techniques used to evaluate and provide treatment for people who need services; pertinent laws, rules, regulations, policies and procedures which affect patients and the services provided to them; mission, goals, and objectives of the organization; role of the program and the organization, and its relationship with other human service organizations; and community resources available to patient groups.

Prerequisite Ability to: Read, understand and interpret complex written materials, such as laws and regulations; collect, analyze, evaluate and interpret information; prepare written reports, correspondence, and other official documents; communicate effectively with others, orally and in writing; exercise tact, diplomacy and discretion in working with patients; establish and maintain effective working relationships with diverse populations; maintain an objective and emotionally stable attitude in working with criminal offenders and others in possibly distressing situations.

Acquired Ability to: Understand and demonstrate skill in the application of principles, methods and techniques of human services; understand, interpret and apply laws, rules and regulations pertaining to human service programs of the employing agency; and elicit pertinent facts and information from individuals and relate such information to a helpful course of action.

Duties Summary:

Assessing a patients' physical, emotional, and social needs, then connecting them to appropriate resources and services within their community; making referrals to healthcare providers, social services, and support systems, while collaborating with patients, families, and interdisciplinary professionals to ensure comprehensive care; tracks progress, coordinates follow ups, and monitors the effectiveness of services,

ensuring that the patient receives timely and appropriate support; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects positions which are assigned moderately complex cases. These positions function as independent workers who provide a wide range of core human services work such as identification of needs; development and implementation of service plans, which may include direct services such as referral/coordination services; monitoring, evaluating, and making appropriate adjustments to service plans with the guidance of a Social Worker, Registered Nurse or Licensed Independent Practitioner (L.I.P.). Patients served represent the full range of cases coming within an agency's purview, and include those with conditions such as a variety of psychosocial, physical/medical, and environmental problems. For most cases, patients' needs are fairly well defined and appropriate services are identifiable. Relationships with the patients are generally more supportive rather than crisis-oriented in nature, and the Healthcare Services Specialist uses skill and judgment in assisting patients and consider realistic options to deal with their situations. Work is performed under general supervision of a Licensed Social Worker, Registered Professional Nurse, Staff Physician or designee in accordance with established program policies and procedures.

Knowledge and Abilities Required: The knowledge and abilities required in order to effectively perform the key duties are indicated by prerequisite knowledge and abilities, which must be brought to the job and acquired knowledge and abilities that are required for full performance but may be within the probationary period.

Prerequisite Knowledge of: General research methods and techniques; methods and techniques for evaluating and analyzing facts; report and letter writing; interviewing methods and techniques; various social, psychological, economic and emotional factors, such as culture, gender, age, disabilities, values, etc., that can influence the behavior and attitude of individuals; principles and practices of behavioral sciences; and casework methods and techniques used to evaluate and provide treatment for people who need services.

Acquired knowledge of: Pertinent laws, rules, regulations, policies and procedures which affect patients and the services provided to them; mission, goals, and objectives of the organization; role of the program and the organization, and its relationship with other human service organizations; and community resources available to patient groups.

Prerequisite Ability to: Read, understand and interpret complex written materials, such as laws and regulations; collect, analyze, evaluate and interpret information; prepare written reports, correspondence, and other official documents; communicate effectively with others, orally and in writing; understand and demonstrate skill in application of principles, methods and techniques of human services; elicit pertinent facts and information from individuals and relate such information to a helpful course of action; exercise tact, diplomacy and discretion in working with patients; establish and maintain effective working relationships with diverse populations; maintain an objective and emotionally stable attitude in working with criminal offenders and others in possibly distressing situations.

Acquired Ability to: Understand, interpret and apply laws, rules and regulations pertaining to human service programs of the employing agency.

This is an amendment to the class specifications for the classes, HEALTHCARE SERVICES SPECIALIST II & III for editorial changes effective May 15, 2026.

APPROVED: May 15, 2026

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