

PART II

HAWAII HEALTH SYSTEMS CORPORATION  
STATE OF HAWAII

Minimum Qualification Specifications  
for the Classes:

HEALTHCARE SERVICES SPECIALIST II & III  
Job Codes: 3.320, 3.321

Education:

Graduation from an accredited four-year college or university with a bachelor's degree which included a minimum of twelve semester credit hours in courses such as counseling, criminal justice, human services, psychology, social work, social welfare, sociology or other behavioral sciences.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills, and abilities comparable to those acquired in four years of successful study while completing a college or university curriculum leading to a bachelor's degree, including the course work specified above, may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below:

Healthcare Services Specialist II:

Six months of specialized professional work experience which involved helping individuals and their families find satisfactory ways of identifying their problems, coping with their conditions, and functioning effectively within their environments. Depending on the employment setting and the kinds of clients or patients served, job duties and responsibilities may vary, although typically the work will include the identification and evaluation of the client's or patient's problems and needs; the development of a service or treatment plan, sometimes in tandem with other

professionals working in an interdisciplinary team; the initiation and implementation of the service plan, either directly or through the authorization of provider/vendor services; monitoring of services being provided; and evaluation/assessment of the client's or patient's progress, with amendments to the service/treatment plan made as appropriate.

#### Healthcare Services Specialist III:

One and one-half years of specialized professional work experience which involved helping individuals and their families find satisfactory ways of identifying their problems, coping with their conditions, and functioning effectively within their environments. Depending on the employment setting and the kinds of clients or patients served, job duties and responsibilities may vary, although typically the work will include the identification and evaluation of the client's or patient's problems and needs; the development of a service or treatment plan, sometimes in tandem with other professionals working in an interdisciplinary team; the initiation and implementation of the service plan, either directly or through the authorization of provider/vendor services; monitoring of services being provided; and evaluation/assessment of the client's or patient's progress, with amendments to the service/treatment plan made as appropriate

#### Non-Qualifying Experience:

Experience which did not provide the necessary professional human services concepts and theories and the background and knowledge of the principles, methods, and techniques of professional human services work will not be considered as qualifying experience. Examples of non-qualifying experience include, but are not limited to:

- 1) Experience providing supportive services to professional Human Services Specialists, Social Workers, Vocational Rehabilitation Specialists, Public Housing Managers, or other professional workers in such programs as public welfare, family court, etc., where predominant tasks included, e.g., transporting persons or making phone calls to confirm/monitor appointments; and
- 2) Experience determining the eligibility of applicants/recipients for benefits under a public welfare program such as medical assistance, food stamps, and other benefits.

#### Substitutions Allowed:

- a. Possession of a Master's degree in counseling, psychology, social welfare, sociology or other behavioral science, which included successful completion of a minimum of three courses dealing with the human condition such as

understanding human behavior, motivations, and emotions; socialization processes; personality development, understanding of various cultures; behavior disorders, etc., will be deemed to meet all requirements for the class Healthcare Services Specialist III. A practicum or internship which allowed the practice, under appropriate supervision, or studied theory, is preferred.

- b. Possession of a Bachelor's degree in Social Work from an accredited college or university will be deemed to meet all requirements for the class Healthcare Services Specialist II. Course work which integrates the knowledge and skills gained in the classroom with field work, and which allows the applicant, under appropriate supervision, to work with and gain an understanding of people in need of human services, is preferred.
- c. Possession of a Master's degree in Social Work from an accredited college or university will be deemed to meet all requirements for the class Healthcare Services Specialist III, provided that course work focused on preparation for direct services work; e.g., helping people in need, rather than being concerned primarily with administration or academic research. Practicum experience which focused on helping people in need is also preferred.

*If a degree is used to substitute for the education requirement, it may not be used again towards the experience requirement. If work experience is used to substitute for education, it may not be used again to meet the experience requirement. If the applicant holds more than one degree, transcripts must be provided, and a thorough review will be conducted by the human resources staff in order for more than one degree to be credited toward the minimum qualification requirements (if applicable).*

#### Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that they have the ability to perform the duties of the position for which they are being considered.

#### Selective Certification:

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligible who possess the pertinent experience and/or training required to perform the duties of the position.

Regions or facilities requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Health & Physical Requirements:

Applicants must meet the health and physical requirements deemed necessary to effectively and safely perform the essential functions of the position with or without reasonable accommodation.

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This is an amendment to the minimum specifications for the classes HEALTHCARE SERVICES SPECIALIST II and III for editorial changes effective May 15, 2026.  
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APPROVED: May 15, 2026

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JUANITA LAUTI  
Vice President & Chief Human Resources Officer