



*Republic of Palau*  
**SOCIAL SECURITY ADMINISTRATION**

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## VACANCY ANNOUNCEMENT

**Job Title :** HCF Medical Referral Coordinator (Philippines)  
**Opening Date :** September 18, 2024  
**Deadline :** Until Filled  
**Starting Salary:** \$16,000–\$20,000 Annually and/or depending on qualifications and experiences  
**Grade :** 10 to 14  
**Report To :** HCF Manager  
**Summary :** The principal duties and responsibility of this position is to coordinate medical care for referral cases from Palau. Duties include all administrative support, patient support and operations management of the leased and owned buildings, vehicles, and other offices equipment of the Healthcare Fund. Responsible for organizing all logistical issues for patients and their stay while under medical treatment, including all protocols, interfacing and communicating with other staff, medical providers or facilities.

**Essential Duties & Responsibilities:** Detail is available upon request

### Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must be well organized and able to manage appointment schedules for multiple patients and doctors. Must have good communication skills to liaise between patients and the medical care provider. Must be compassionate and willing to help others. Must be able to work flexible hours including evenings, weekends and holidays.

### Education & Experience:

Must have at least four years degree in Office Administration and related field or equivalent work experience. Must be computer literate with knowledge of excel, word, and other related office software. Must have good verbal and writing skills in English. Experience in the healthcare industry is preferred.

**Applicants must include a Resume, Certificates and Identification/Licenses.**

Applications are to be addressed to: **HCF Medical Referral Coordinator (Philippines)**

**Attn: Mr. Clinton O. Ngemaes, Administrator  
Social Security Administration  
P. O. Box 679  
Koror, Palau PW 96940**

You may contact us via email to [administration@ropssa.pw](mailto:administration@ropssa.pw)

**Approved By:**

**Administrator Clinton O.**



## **JOB TITLE: HCF Medical Referral Coordinator (Philippines)**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following and other duties may be assigned:

1. Warmly greet arriving Palau medical referral patients at the airport and either provide transportation or ensure that medical provider transportation is available to pick up patients accordingly.
2. Provide overall management of Palau House in terms of occupation, cleaning, maintenance and guidelines for specific purposes of providing accommodation for medical referral patients from Palau.
3. Responsible for maintaining bank records, books and financial activities of the HCF from medical referral site and submit periodic reports as directed by CFO or SSA Finance Section.
4. Assist UR in keeping records of patient appointments and schedule necessary transportation for outpatient services, ambulance and flight reservations.
5. Ensures proper use of the vehicle transporting patients to and from the airports, hospitals, hotels, and doctor's appointment
6. Serve as a translator for medical referral patients as requested by Utilization Reviewer or physician including medical referral patients.
7. Provide support services in the event of death for a smooth and effective repatriation of deceased to home country.
8. Maintain a constant and open communication with the Utilization Reviewer and medical referral patients including HCF team for duration of patient care.
9. Assist UR with monthly reports on patient's condition, appointments, doctor's requests and comments, treatment schedules and related matters to the HCF Manager.
10. Maintain good working relationship associated with the Palau Housing Property Management, the Palau Embassy and the HCF.