

Job Description

Title: Community Health Worker

Job #:

Department: Behavioral Health

Reports to: Behavioral Health Supervisor

FLSA Status: Non-Exempt

POSITION SUMMARY

The Community Health Worker (CHW) serves as a liaison between the Health Center and community-based resources. The CHW is responsible for helping patients and their families to navigate and access those community services, other resources, and adopt healthy behaviors. The CHW supports WCHC Providers through an integrated approach to care management and community outreach. This role will be specifically focused on building relationships and bridging connections with communities and resources for adolescents who are low-income, LGBTQ, and/or in a racial or ethnic minority group. Particular focus will be placed on establishing meaningful connections with school systems including building relationships with counselors and psychologists. As a priority, activities will promote, maintain, and improve the health of patients and their family.

ESSENTIAL FUNCTIONS

- Provides compassionate, unbiased, and competent care to a vulnerable and historically marginalized population.
- Establishes and builds a network of community partners and services
- Creates meaningful, effective, and collaborative relationships with Health Center staff and providers, patients, families, and community partners.
- Responsible for coordinating and facilitating virtual and/or on-site visits for adolescents who are low-income, LGBTQ, and/or in a racial or ethnic minority group.
- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Addresses barriers to care for said population
- Educates patients, families, and partners about community and school assistance programs and resources
- Provide ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
- Follow-up with patients via phone calls, school visits, home visits and visits to other

settings where patients can be found.

- Help patients set personal health related goals and attend appointments.
- Provides and follows-up on referrals for services to community agencies as appropriate.
- Help patients connect with transportation resources and provide appointment reminders in special circumstances.
- Effectively communicating WCHCs mission, vision, and values.
- Work closely with medical providers to help ensure that patients have comprehensive and coordinated care plans.
- Work collaboratively with other clinical personnel assigned to the same patient.
- Knowledge of community resources appropriate to the needs of patients/families.
- Responsible for providing consistent communication to the WCHC Providers to evaluate patient/family status, ensuring that provided information, and reports clearly describe progress.
- Act as a patient advocate and liaison between the patient/family and community service agencies.
- Record patient care management information in the EHR and other software no later than 48 hours after patient contact.
- Attend regular staff meetings, training and other meetings, as requested.
- Manage assigned caseload of patients.
- Maintain HIPAA compliance at all times.
- Ensures a HIPAA-compliant space while delivering care.
- Obtains consent for treatment of minors.
- Maintains compliance with all regulatory expectations including, but not limited to, HIPAA, CMS, MDH, and OSHA.
- Performs other duties as assigned

KEY COMPETENCIES

- Advocacy and community capacity building skills
- Effective oral and written communication skills
- Cultural competency
- Understanding of ethics
- Knowledge of local resources and system navigation
- Ability to work independently, perform functions with minimal supervision and work at a high-volume level of accuracy
- Care coordination support skills

- Teaching skills to promote healthy behavior change
- Outreach methods and strategies
- Understanding of public health concepts and health literacy
- Strong level of confidentiality due to the sensitive nature of the materials and information handled

SUPERVISORY RESPONSIBILITY

This person will not be responsible for supervising any staff

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time role with a regular schedule of 40 hours/week

LOCATION/TRAVEL

Local travel to surrounding schools and community agencies

POSITION REQUIREMENTS

Education

- High school graduate or equivalent required; Associate's Degree or higher in Health-related field preferred.

Preferred Education

- Certified Nursing Assistant or Certified Medical Assistant preferred
- Successful completion of a Community Health Worker formal training program such as from a college or other education institution is preferred.
- Medical terminology and/or background preferred.

Experience

- Experience working in a community-based setting for at least 1 to 2 years is preferred.
- Written and oral fluency in English and Spanish is preferred.
- Experience working in a multicultural setting is preferred.
- Basic computer skills required, electronic medical record (EHR) experience preferred.
- Understand the community served, community connectedness.
- Good communication skills, such as listening well, and using language appropriately.
- Ability and willingness to provide emotional support, encouragement and motivation to patients.

Physical/Environmental

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, talk, and hear. The employee is occasionally required to stand, walk, and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 25 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus. Ability to read multiple handwritings.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____Date_____