

## GENERIC CHW JOB DESCRIPTION

The following generic CHW job description provides an example for employers to consider in the recruiting and hiring of CHWs. This sample can be used as a foundation to further tailor a CHW position for the specific setting and organization.

### **COMMUNITY HEALTH WORKER I/II**

#### DEFINITION

Under general supervision, the Community Health Worker is a frontline public health worker who performs a wide variety of duties at the paraprofessional level to engage, support, advocate and educate community members in overall health and wellness. The CHW serves as a liaison or link between health and social services and the community to facilitate access and improve health outcomes by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

#### DISTINGUISHING CHARACTERISTICS

Community Health Worker I is the entry level of the classification series. Under initial close supervision, incumbents will learn and perform a variety of duties related to patient health and wellness to reduce health disparities including patient engagement (both individual and group); assessment of health status and risk; referrals to community services; service coordination and care management; facilitation of patient self-management skills around health status; data entry/Electronic Health Records (EHR), scheduling of appointments and other related tasks. Incumbents, however, are expected to work with greater independence as they gain experience.

Community Health Worker I is the journey, working level class in the series. Under general supervision, incumbents perform the full scope of general Community Health Worker duties. This class is distinguished from Community Health Worker II which functions as a lead worker, or handles the most complex and specialized assignments.

#### EXAMPLES OF DUTIES

Conduct outreach to identify and engage community members around health and wellness activities; assess health status and social determinants of health; facilitate health education and behavior change strategies with individuals and groups; attend and participate in team meetings, communicate with county and community based agencies/professionals; patient care coordination and navigation; management of patient information into a computer system; provide presentations to individuals and small groups; assist patients with completion of forms and paperwork; schedule appointments for patients in clinic or other health/social services agency, provide advocacy to address health disparities at the individual and community levels.

#### QUALIFICATIONS

A combination of experience, education and/or training which substantially demonstrates possession of the following knowledge, skills and abilities:

##### Some Knowledge and Skills in:

###### Level I:

1. Knowledge of local population demographics, assets and needs
2. Knowledge of local community health disparities such as diabetes and hypertension
3. Ability to connect with and provide ongoing support in a behavior change process
4. Demonstrated organizational and time management skills
5. Effectively communicate in writing in order to document patient information and progress
6. Ability to follow instructions and incorporate feedback
7. Communicate verbally with patients and co-workers in a clear and effective manner

##### Knowledge and Skills in:

###### Level II: (In addition to the requirements for Level I):

1. Knowledge of local health disparities and resources to address those disparities.
2. Requirements and procedures for care coordination, data management, and Electronic Health Records.
3. Ability to conduct presentations on health and wellness activities and self-management of health concerns.

4. Ability to facilitate small groups to facilitate behavior change
5. Basic understanding of health insurance programs such as Medi-Cal, Covered California, and the Alliance for Health

#### EXAMPLES OF EXPERIENCE AND EDUCATION

The knowledge and skills listed above may be acquired through various types of education, training or experience, typically:

##### Level I:

One year of community based experience providing advocacy and support which has included significant public contact  
OR

Completion of a GED or high school diploma which has included public contact

##### Level II:

Completion of GED or high school diploma which has included significant public contact through internship, volunteer experience, or other experience  
OR

Two years of experience at a level equivalent to Monterey County's Community Health Worker I

#### REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment the incumbent will be required to:

1. Remain calm and operate effectively in rushed situations
2. Read, write and speak Spanish
3. Accept shift work including weekends and holidays

#### PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory requirements of this job class include:

1. Possible exposure to infectious organisms through contact with community members
2. Exposure to agitated patients and family members
3. Ability to read standard text and data on a computer terminal
4. Ability to hear conversations in a noisy environment
5. Ability to communicate verbally in person and over the telephone
6. Ability to physically assist ill patients and/or push a patient in a wheelchair
7. Ability to reach, bend or stoop in order to use files and records