

**[NAME OF COMPANY]**  
**Position Description**  
**Pandemic Health Worker Supervisor**

Department:  
Job Code:  
Reports to:

FLSA Status: Exempt  
Revision Date:

**Position Summary**

The Community Health Worker (CHW) Supervisor will work within nursing operations to increase access to health care and improve the health of vulnerable residents during a declared pandemic state. He/she will provide supervision and direction of CHWs and oversee the deployment of CHWs as needed in the community to connect and provide patients with services required based upon the current pandemic state of the community in. They will also provide CHW activities and train new CHWs hired. They will provide quality oversight for up to 15 CHWs. The position will identify and modify social and environmental problems that separate residents from the health and social services they need during a pandemic period. In addition, this person will advocate for individual, and community needs and will be responsible for meeting program goals and measures.

**Corporate Philosophy**

Enter companies' philosophy/mission in this space.

**Primary Job Responsibilities and Accountabilities**

- Participate with a patient's health care team in determining vulnerable and at-risk residents' social and environmental needs and appropriate resources/services.
- Serve as community resource by maintaining a comprehensive resource list; provide direct consultation services to patients and families on available, relevant resources through personal connection with, or enrollment in, selected resources and services.
- Provide oversight for data collection related to patient needs, demographics, outcomes, etc.
- Supervise fifteen CHWs while performing other managerial.
- Delivers identified supplies/kits from vehicle to location accessible by patient outside of home.
- Assists clients in accessing and utilizing OSF digital health related tools and resources.
- Identifies home environment issues affecting the individual, collects data, and discusses (through digital and/or telephonic services) concerns by escalating to supervisor.
- Able to instruct patients how to self-collect and report vital signs to CHW for documentation.
- Able to recognize symptoms of distress and escalate appropriately.
- Perform basic observation of patient as described in CHW manual.
- Performs responsibilities while remaining compliant with IDPH social distancing guidelines (including environmental and physical contact).
- Completes documentation in timely manner.

**Basic Qualifications**

**Required**

Education: Two years of healthcare education

Must have Illinois driver's license, reliable vehicle and (proof of) automobile insurance.

**Experience:**

- At least 6 months of clinical healthcare training or experience

**Other skills/knowledge:**

- Must be able to maintain professionalism with physicians, clinicians, and other professionals as well as community organizations.
- Sensitive to the needs of underrepresented minority population.
  
- Current valid Driver's license.
- Must be able to provide own reliable transportation.
- English proficient.
- Work independently.

- Ability to communicate affectively by telephone, in person and digital.
- Ability to provide self-transportation to identified patient sites.
- Ability to safely access patient product delivery location including navigating stairs, curbs or other environmental obstacles.
- Cell Phone with active data.
- Successful completion of a Motor Vehicle Report (MVR).

### **Physical & Mental Requirements and Working Conditions**

- The CHW Supervisor's majority of time is spent out in the community **virtually** meeting with patients. Operates a personal computer and general office equipment during work hours.
- Converses and is understood verbally and in written form.
- Occasional exposure to moderate environmental variations and limited exposure to hazardous or potentially injurious elements or conditions.
- Safely operate motor vehicle.
- Responsible for decisions that influence CHW deployment.
- Hazards may include exposure to blood borne pathogens, contagious diseases, and chemical exposure.
- Frequently lifts/moves/carries objects up to 10 pounds or more.