

## **CHW JOB DESCRIPTION**

**Job Title:** Community Health Worker

**Reports to:** Director of Community Engagement

**Status:** Non Exempt

**Revised:** August 2019

### **SUMMARY**

At [NAME], managing patient care involves both clinical and non-clinical staff interacting in a team-based approach in an effort to increase continuity and holistically meet the needs of our patients. This is accomplished following the concepts of Patient Centered Medical Home (PCMH). Communication and coordination among the members of the team has been found to be a critical feature of successful patient-centered practices

### **PURPOSE**

The Community Health Worker position is designed to increase access to health and improve the health of vulnerable, high-risk patients by addressing social determinants of health. This position will provide a bridge between patients and health and social services. The CHW will advocate for patients and healthcare needs. Flexibility will be required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Participates as a member of the Care Team for specific patients following the concept of Patient Centered Medical Home (PCMH).
- Address patients identified social determinants of health utilizing all available resources and working to identify opportunities within any fiscal constraints to meet the needs of the patient.
- Serve as a community resource; identify vulnerable and high-risk patients and assist with enrolling them in appropriate programs. Build and maintain positive relationships with medical providers and demonstrate value of the patient navigator position.
- Work to become an integrated member of the patient's health care team.
- Provide referrals and help patients connect to other community services.
- Develop relationships with [NAME] patients, social service providers and other community partners. Must be comfortable and able to assess situations and gain the trust of patients in need.
- Demonstrate and maintain the standards and requirements of the Health Insurance Portability and Accountability Act (HIPAA).

- Demonstrate, by action, commitment to the mission of [NAME]. Provide excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.
- Maintains accurate documentation of assistance.
- Provides education for [NAME] staff to support education and outreach.
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Occasionally attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work area.
- Responds to patients and staff questions and comments in a courteous and timely manner.
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Occasionally represent [NAME] at community outreach events.
- Assist Outreach staff with duties as needed (i.e. food distributions, scheduling appointments, etc.)
- Other duties and activities as assigned.

## **EDUCATION AND EXPERIENCE**

- Related education or experience in human services, education, marketing or other relevant field.
- Experience working with community projects or underserved individuals preferred.
- Excellent communication skills, both oral and written, are required.
- Innovative thinking will be required as techniques, evaluation criteria and systems will be developed and implemented.
- Proficient in Microsoft Office products. Knowledge of electronic health records is a plus.
- Any combination of education and/ or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**LANGUAGE SKILLS:** English required. Ability to speak a foreign language preferred.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Working conditions are such that significant time will be spent walking, standing, sitting and use of one's own personal motor vehicle. This position requires staff to possess good physical and mental health.

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Associate Signature

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Date

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Human Resources

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Date

**Disclaimer: This job description is not a contract binding upon [NAME] and should not be considered a contract. It does not alter the at-will status for [NAME] associates. [NAME] reserves the right to alter, modify, amend, or repeal this job description at its option at any time with or without notice.**