

Job Description

Performance Profile

Primary responsibilities have been included in this description. This does not preclude the assignment of occasional additional or developmental duties. The system reserves the right to modify this job description as needed to accurately reflect duties assigned. It is understood that the job responsibilities will be performed in accordance with established system, entity and departmental policies, procedures and goals as well as SIH mission, values and goals.

Job Description:

Job Family: Staff

Job Title: Community Health Worker (1 FTE – 40 hours per week)

Date Created: 07/2019

Date Reviewed:

Date Revised:

Transfer Eligibility: 1 year

Position Summary

- **A Community Health Worker is a trusted member of the community who works in the community to promote healthy behaviors, build stronger relationships between the community and health and social services, and increase accessibility to those services.**
- **Community Health Workers will primarily be working in the community with specific target populations. CHW's will work closely with medical providers, primary care teams, and other agencies to improve patient care and outcomes.**

Principal Accountabilities

- Standards of Performance: Respect, Integrity, Compassion, Collaboration, Stewardship, Accountability, Quality

Education

Any combination of 1 year of health/social services experience and/or education, which may include a bachelor's degree.

- Verifiable good driving record and reliable transportation
- Background check and fingerprinting
- Bilingual/bicultural (Spanish) encouraged to apply

Licenses and Certification

- None

Experience and Skills

- Technical Experience: 3 years

Physical Activities

- Intermittent hand manipulation required
- Intermittent lifting and carrying of 20 pounds

Working Conditions

- Works in a heated, air-conditioned office with routine office noise 20-30% of time as majority of time is out in the community making connections. Operates a personal computer and general office equipment. Occasional exposure to moderate environmental variations and limited exposure to hazardous or potentially injurious elements or conditions.
- Conducting visits to designated patients; may be in the patients home or a designated public meeting place near the patients home such as a fast food restaurant, library, etc.
- May provide transportation to patients using own personal car

Population Specific Category of Patients Service

- N/A

Qualifications:

- Bachelor's Degree in the Human Services and/or Health-related field is preferred, or an equivalent combination of education and experience from which comparable knowledge, skills and abilities can be acquired.
- Relevant experience and expertise in mental health, patient education, health education and in supporting behavior change relative to prevention and chronic disease management.
- Effective communication skills and ability to work with patients in an informal setting.
- Experience working with indigent and culturally diverse populations.
- Strong desire to help others.
- Strong interpersonal and team building skills.
- Demonstrated independent problem-solving ability.
- Is a good listener, non-judgmental, flexible and able to deal with complex situations.
- Previous experience working collaboratively with physicians, health care providers and social service agencies beneficial but not required.
- Must pass criminal background check.
- Must successfully complete the SIU School of Medicine Community Health Worker training within 120 days of hire.
- Willing to work a flexible schedule on an as-needed basis.
- Willing to travel to SIH for trainings and/or meetings and other various locations throughout Jackson, Franklin, Williamson, Saline, Johnson, Perry and Union Counties.
- Valid driver's license and proof of automobile insurance.
- Willing to transport patients as needed
- Lived experience or extensive relationship with the community.

Job Roles

- Safety
 - Manages processes effectively in regard to employee/patient safety.
- Record Keeping
 - Maintains all required records, reports, statistics, logs, files and other documents as required.
- Process Improvement

- Promotes a culture of process improvement by participating in unit/department based programs that supports the system's process improvement goals.
- Actively participates on project specific, system-wide or hospital-based teams as needed.
- Role Specific Responsibilities
 - Serves as a liaison between health/social services and the community. Identifies health-related issues affecting their community, collects data, and discusses concerns with the people they serve.
 - Encourages and facilitates access to services and provides health education through a range of activities such as outreach, informal counseling, social support, and advocacy.
 - Will help patients develop health management plans and goals.
 - May report their findings to health educators and healthcare providers to encourage new program creation or to adjust existing programs and patient care that better suit patient needs/resources.
 - Follow-up with health management/care plans with both patients and providers
 - Facilitate communication and coordinate services between providers
 - Coach patients in effective management of their chronic health conditions and self-care
 - Assist patient in understanding care plans and instructions
 - Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place
 - Work collaboratively and effectively within a team
 - Establish positive, supportive relationships with patients and provide feedback
 - Help patients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
 - Assist clients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and social services
 - Motivate patients to be active, engaged participants in their health/health care
 - Effectively work with people (staff, clients, doctors, agencies, etc) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions
 - Build and maintain positive working relationships with the clients/patients, providers, nurse case managers, agency representatives, supervisors and office staff
 - Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; volunteer resources and the practices associated with using volunteers, operations, functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations
 - Identify and apply appropriate role definition and skilled boundaries
 - Other duties as assigned