

## Job Description

<b>POSITION:</b>	<b>COMMUNITY HEALTH WORKER (CHW)</b>	<b># DIRECT REPORTS:</b> <b>None</b>
<b>CLASSIFICATION:</b>	<b>NON-EXEMPT (HOURLY)</b>	<b>TRAVEL:</b> <b>LOCAL</b>
<b>REPORTS TO:</b>	<b>INTEGRATED SERVICES MANAGER</b>	<b>LICENSURE:</b> <b>VALID STATE DRIVERS LICENSE</b>

### **SUMMARY OF DUTIES:**

Assists individuals in accessing community resources, providing social support and informal counseling, conducting home and environmental assessments, assessing and improving individuals' independent living skills, providing basic health education, transporting individuals to and from medical appointments, and advocating for individuals and community health.

### **ESSENTIAL FUNCTIONS:**

*Duties are not exhaustive but reflect the core content of the job expectations and responsibilities.*

- Establishes trusting relationships with patients and their families while providing general support and encouragement from a trauma-informed care perspective.
- Conducts comprehensive assessments of individuals, families, and groups, and provides ongoing follow-up with basic motivational interviewing skills.
- Completes mental health and substance abuse screenings for patients and refers to appropriate agency/provider. May perform substance abuse education and progress monitoring in an individual or group format.
- Assists patients/individuals with completing paperwork related to health and basic needs such as applications and registration forms.
- Conducts eligibility determination, enrollment, and follow-up assistance to help uninsured patients in gaining access to healthcare coverage.
- Sets goals and tracks patients and families progress in achieving desired objectives.
- Encourages patient to attend all appointments and links to medical facilities as needed.
- Knowledgeable of community resources available and provide appropriate referrals to other social service agencies as necessary to meet patient needs
- Maintains appropriate records of services to reflect patient interactions via documentation in the electronic medical record system or on appropriate encounter sheets, and submit reports according to established time frames
- Provides case management services to patients assigned by the primary medical integration team
  - communicates with all parties involved in the patient's treatment
  - identifies treatment needs
  - facilitates all necessary referrals
  - coordinates collateral meetings with all parties involved in the treatment process.
- May be required to fill in for community case management or social work staff, as needed.
- Participates in committees, staff meetings, required education activities, mission directives, and continuous quality improvement processes.
- Accesses Electronic Patient Health Information (EPHI) to view, create, or modify information while following standards set by the Health Insurance Portability and Accountability Act (HIPPA)
- Complies with all confidentiality requirements, which are mandated by law
- Other duties as assigned by management

### **REQUIREMENTS:**

- Associate degree in a human services field or social work from an accredited university or college
- Current CPR certification

- 1 – 2 years working in a community-based setting.
- Experience working in a multi-cultural setting (preferred).
- Experience with specific patient populations/issues is highly desired (i.e. criminal justice system, homelessness, severe mental illness, domestic violence, substance use, etc.)
- Experience and/or training in substance abuse education, referrals, and treatment

**SKILLS:**

- Active Listening – Ability to understand and identify a patient's needs by listening carefully, concentrating, asking the right questions, and summarizing to engage and establish trust with patients.
- Critical Thinking – Ability to analyze information gathered from unbiased observation and communication. Ability to objectively evaluate each case by collecting information through observation, interviews and research in order to identify the best resources and formulate the best plan to help patients.
- Empathy – Ability to identify and understand another person's experience and/or point of view.
- Culture Competence – Ability to effectively work with patients from diverse backgrounds. Be respectful and responsive to cultural beliefs and practices. Possess a non-judgmental attitude and an appreciation for diversity and the value of individual differences in order to provide patients with what they need.

**PHYSICAL REQUIREMENTS AND CAPACITY:**

*Moving:* Must be able to move in, out, and around hallways, doorways, and rooms of patient homes, medical provider offices, and social service agencies.

*Lifting:* In outreach assignments, may be required to lift/move up to 20 lbs.

*Reading / Seeing:* Visual acuity required to respond and react to patient observations. Eye hand coordination and finger dexterity needed to perform basic computer skills. Must be able to read and generate written communication and documentation.

*Speaking / Hearing:* Ability to communicate effectively with staff, patients, physicians, peers, supervisors, and other collaborative community agencies. Must be able to use appropriate grammar, vocabulary and word usage. Auditory acuity is necessary to respond and react to crisis situations reported in the clinic. Written and oral fluency in English required with fluency in a second language preferred.

*Other Requirements:* Required to drive to and from the clinics, patient homes/shelter locations, and other medical and social service organizations. Must hold a valid Chauffeur's, Public Passenger, or For-Hire Endorsement driver's license OR be able to pass a written knowledge exam at the BMV to obtain the For-Hire Endorsement operator's license.

**IMPACT OF ERROR:**

Practice errors could result in patient and/or personal suffering. Environmental errors are minimal to none. Financial error is related to inappropriate usage of equipment. Documentation error could result in financial loss to the organization by not meeting State and Federal regulations.

**HEALTH FITNESS SELF ATTESTATION:**

I have received a copy of the job description for the above position at XYZ and understand and agree to perform all stated job performance expectations. I attest that I am physically and mentally capable of performing all of the essential functions described above for this position, with or without accommodation for any physical or mental disability; I have shared any accommodation needs with my supervisor and other administrative staff members.

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09/19

Revised

Employee Name (print)

Date

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Employee Name (sign)

Date