

# **JOB DESCRIPTION**

## **Job Title: Community Health Worker:** **Population Health Specialist**

**ROLE:** Support of quality programs & activities

**DEPARTMENT:** Administration

**FLSA STATUS:** Hourly, Non-Exempt

**DIRECT REPORTS:** None

**REPORTING RELATIONSHIPS:** Director of Population Health & Patient Outreach

**PURPOSE:** This position is principally responsible for assisting the Director of Population Health with Quality / Performance Improvement programs and activities within the organization with a primary focus on identifying care gaps utilizing various reports and systems; contacting patients to schedule appointments, tests and other needed services; providing basic scripted information to patients and their families related to chronic disease management and prevention to maximize patients' health status; and assisting with various audits.

This individual collaborates with members of the administrative team, the health care team, and patients/families to ensure the delivery of quality, efficient, and cost-effective health care services.

### **JOB RESPONSIBILITIES:**

#### **1. Support Preventative Health and Screenings for Patient**

- Identify gaps in care for age-appropriate screenings and preventive health needs for patients using eClinicalWorks, Azara, and various other data resources including care gap reports from Medicaid and commercial insurance carriers.
- Ensure that patients are contacted (via phone, letter, text, email, etc.) about need for and importance of care.
- Schedule patients for care
- Appropriately document all education and care provided; including obtaining and documenting care that was done elsewhere, such as specialist, previous providers, health fairs, etc.).
- Communicate with provider teams as needed related to preventative health and screening measures to enhance quality of care for patients.

**2. Support Chronic Disease Management and Continuity of Care Needs**

- Follow-up with patient related to acute care visits such as Emergency Department/Convenient Care Utilization and Hospitalization.
- Refer non-medical functions, such as assisting patients with completion of applications for pharmacy medication programs and Medicaid or other insurance-related applications to the Eligibility Navigator.
- Respond to phone referrals/inquiries in a timely, professional, and compassionate manner.
- Appropriately document all education and care provided; including obtaining and documenting care that was done elsewhere, such as convenient care centers, emergency department or hospitals.
- Performing other duties as assigned
- Communicate with provider team, as needed, areas that are related to chronic disease management and continuity of care issues to enhance quality of care for patients.

**3. Patient Education**

Must understand professional boundaries:

- Appropriately transfers all clinical concerns/questions to the triage nurse or the patient's primary provider.
- Relays educational information and medical advice only as provided or approved by health center providers.
- Documents all information provided to patient.

**4. Communication**

- Ensures complete and accurate documentation in the medical record, as appropriate.
- Communicates with members of the care team as needed.
- Communicates with representatives of the various payer entities with which the CHC is contracted as requested by supervisor.
- Communicates with other agencies as needed to obtain records or refer patients.
- Ability to display strong written and verbal communication skills.

**5. Other Duties**

- Maintains quality service by demonstrating and promoting company values.
- Assists Director of Population Health with additional reports and projects as assigned.
- Conducts all activities in compliance with applicable laws, regulations, standards, and health center policies and procedures including Blood and Body Substance Precautions; and Confidentiality
- Participates in meetings and committees within health center as assigned.
- Participates in training and education as assigned to foster continued professional growth and assure high quality care delivery.

**NOTE: The essential functions identified here are a representation of those duties required of this position and in no way are intended to be an exhaustive list.**

## **PERFORMANCE REQUIREMENTS:**

1. **Knowledge, Skills and Abilities:** This position requires:
  - a. the ability to adapt quickly to changing conditions and assimilating new processes into job functions;
  - b. knowledge of the daily operations of a primary care, outpatient medical clinic
  - c. knowledge of software data management systems;
  - d. ability to work independently of supervision and the motivation to produce high-quality outcomes;
  - e. strong communication and interpersonal skills;
  - f. the ability to promote teamwork and build effective relationships at all levels of the organization;
  - g. relates well to people of diverse backgrounds;
  - h. the willingness to learn new technologies within the Practice Management and Electronic Medical Record software applications (experience with eClinicalWorks preferred); and
  - i. strong analytical and critical thinking skills.
3. **EQUIPMENT USED:** Computer and standard medical office equipment, including phone.
4. **MENTAL DEMAND:** completing intricate, detailed work; handling confidential information; demonstrating leadership by taking the initiative and meeting objectives; high level of interpersonal/relationship skills; analytical and problem solving skills - - identifies issues and alternatives and applies judgment in reaching just and effective decisions; identifies appropriate opportunities for innovation and develops new solutions or carries out new ideas.
5. **COMMUNICATIONS:** Requires effective written and verbal communication skills. Requires strong customer service skills, the ability to promote teamwork as well as build and sustain effective relationships.
6. **PHYSICAL EFFORT:** Standing, walking, bending, balancing, reaching, twisting, writing, sitting, talking, hearing, handling, and seeing.
7. **WORKING CONDITIONS:** Works in a clean, well-lighted office. Minimal travel required. **Category III** low/no exposure to blood/body fluids.
8. **EDUCATION, EXPERIENCE, AND TRAINING:** Educational requirements are graduation from high school or General Equivalency Diploma. Successful completion of the Indiana Community Health Worker training program and achievement of certification. Work Experience requirements are at least one (1) year of experience in an ambulatory care or family practice clinic, a community health center, a public health setting or a health care related environment. At least one year of experience working with an electronic medical record system, preferably, eClinicalWorks. Experience with Excel preferred.
8. **POPULATION BEING SERVED BY POSITION:** Position serves patients along the life span.

**XYZ is an equal opportunity employer. In order to protect the right to equal employment opportunity, XYZ does not discriminate against individuals on the basis of race, color, age, sex, national origin, creed, or qualified individuals with disabilities.**

**As noted previously, this Job Description is not intended to be an exhaustive list of all job-related duties and responsibilities that an incumbent might perform. Employees will be required to perform any other job-related duties by their supervisor. Also, all requirements of this job are subject to possible modification to reasonably accommodate individuals with disabilities.**

Requirements listed are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent must possess the abilities and aptitudes to perform each duty/requirement proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

APPROVED BY:

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Chief Executive Officer

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Date

*I have read and understand the responsibilities and requirements of my job description.*

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Employee Signature

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Date