
JOB DESCRIPTION: **Community Health Worker**

Manual: Personnel Manual
Section: Job Descriptions

Approved: / /
Reviewed: / /
Reviewed by:

Scope-Purpose

The community health worker (CHW) will support and coach at-risk patients to manage their own health and assist them in navigating the health care and social service systems. Frontline public health worker building trusted relationships in the community served. Focus on coaching and empowering patients to take an active role in healthy lifestyles. Effectively educates and links patients and providers to available community-based resources by coordinating with area agencies.

Responsibilities (included, but not limited to)

- Engage in the community through outreach to recruit high-risk patients.
- Assist patients in the community—through home visits, attending medical appointments, and accessing other community-based resources. Although this position is based at the Clinic, CHWs are very mobile and spend a majority of their time actively working with patients in the community.
- Be onsite at assigned clinic and build relationships with site staff.
- Build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as, community education, informal counseling, social support and advocacy.
- Continuously expand knowledge and understanding of community resources and clinic services and programs provided.
- Review referral forms, needs assessment screeners, or Electronic Medical Record data and determine appropriateness for project participation in conjunction with Project Coordinator. For patients not appropriate for project, provide active referrals to other community resources.
- Follow-up with members via phone calls, home visits and visits to other settings where members can be reached.
- Complete all telephone and face to face contacts with patients in a timely and professional manner.
- Complete enrollment forms and other needed documentation and document in approved format in a timely manner.
- Complete client-centered treatment goals in collaboration with patients and review progress in meeting goals routinely and at identified 60-day check-in times.
- Assist patient to schedule medical and social service appointments and attend appointments as needed or requested.
- Provide assistance with medical and behavioral health referrals to ensure client access and follow-through.

- Complete referrals sent to other providers or social services and follow-up with clients on outcomes and next steps
- Ensure client's access to interpreters and translators for medical and social service appointments.
- Assist patient in securing transportation to medical and social service appointments.
- Assist patient in obtaining necessary medications through patient assistance programs and other reduced cost programs.
- Assist clients in accessing and understanding necessary health and wellness information provided by their medical provider and clinic.
- Provide support and education to patients to assist them in adhering to medical recommendations and taking medications as prescribed.
- Provide regular and timely updates to medical providers, referral sources, and assigned clinics on patients' progress to meet treatment goals and to trouble shoot any problems or concerns.
- Clearly document all patient/family responses for all face to face and telephone interactions with clients and their families within the Electronic Health Record (EHR)
- Document all activities and observations in the client's EHR
- Attend and actively participate in all project related trainings and project meetings.
- Assist with all other duties assigned.

Education/Experience

- High School diploma or GED required
- Ability to speak other languages preferred
- Experience working with underserved and diverse populations in community settings
- Experience in navigating health and social service systems
- Demonstrated ability to support, coach and motivate patients to reach their goals
- Additional certifications and education in community health is encouraged

Administrative Duties:

- Foster an environment that promotes trust and cooperation among all staff of Clinic.
- Maintain confidentiality of all patient and employee information
- Participate in performance improvement activities as requested.
- Participate in meetings, webinars, conferences, and demonstrate genuine desire to develop strategies for improved clinic operations and a high level of patient care.
- Fully comply with clinic compliance program.

Customer Service:

- Participate in customer service related issues.
- Treat patients and others with respect, courtesy and compassion.
- Identify problems, take ownership, and contribute to solutions.
- Promote teamwork and cooperation to create an environment that maximizes efficiency and satisfaction.
- Encourage open communication and mutual education.

Personal/Behavior:

- Display cheerful demeanor and make positive comments when on duty.
- Refrain from participation in harmful gossip, dysfunctional group interactions and divisive behavior.
- Display courteous and professional behavior in all interactions with the public.

- Work cooperatively with other staff members.
- Display flexibility in accepting, changing or carrying out assignments.
- Adhere to dress code expectations.
- Display sensitivity in a multicultural environment.

Knowledge, Skills, and Abilities

- Moderate comfort level utilizing computers and technology
- Excellent customer service, telephone, listening, and verbal & written communication skills
- Professional demeanor and excellent judgment
- Detail-oriented
- Ability to operate standard office equipment, including but not limited to, computers, telephone systems, typewriters, calculators, copiers and facsimile machines.
- Ability to follow oral and written instructions
- Ability to create a trustworthy and comfortable environment for patients
- Ability to communicate in a calm, orderly, and non-threatening manner
- Ability to maintain an outgoing, friendly attitude with patients and staff even under pressure
- Ability to meet deadlines and work unsupervised
- Ability to communicate effectively with patients who have special needs

PHYSICAL DEMANDS

Must be able to meet the physical requirements and demands of an active position, including but not limited to:

- **STANDING/WALKING** - Up to 90% of the work may be spent walking or standing on tile floors.
- **SITTING** - Up to 10% of the day may be spent sitting while performing computer and telephone tasks.
- **CARRYING** - Up to 5% of the time may require carrying (5 lbs.) charts, equipment and supplies.
- **PUSHING/PULLING** - No more than 5% of the time may be spent pushing or pulling equipment.
- **REACHING/STRETCHING** - Up to 10% of the workday may be spent reaching for files.
- **HANDLING** - Must be able to perform hand and wrist movements in performing administrative tasks.
- **FINGERING** - Must have average ability to use telephone properly and perform written tasks.
- **FEELING** - Normal tactile feeling is required for all tasks.
- **TALKING** - Average ability is required in working with staff and patients.
- **HEARING** - Average ability is required in communicating with staff and patients.
- **SEEING** - Average ability is required to perform all supervisory and patient care tasks.

Work hours: Part-time, hourly position. In order to maintain full-time status, a minimum of 32 hours per week on average are required. Hours are subject to change. Clinic hours are 8:00am to 6:00pm Monday through Friday, and 8:00am to 4:00pm Saturday. This position may be scheduled to work any of the days the clinic is open (Monday through Saturday - including holidays) and may be scheduled to arrive 15 minutes prior to opening and may be scheduled to leave one hour after closing, but may leave earlier if work is complete.

Wages: Starting wages for the Community Health Worker will be negotiable based on Fordland Clinic pay policies and factors such as education and experience.

Date of Hire: _____

Starting Salary: \$ _____ per _____

Introductory Period: 60 calendar days. The successful completion of the introductory period does not alter the at-will employment status.

Employee Acknowledgement

This document describes the general requirements to successfully perform this position. It is not intended to be an exhaustive list of responsibilities, duties and skills. XYZ reserves the right to modify, add or remove responsibilities of the position at any time. By signing below, I acknowledge that I understand the physical, educational and professional responsibilities of the position and am able to meet the requirements, with or without reasonable accommodation. I will notify XYZ if at any time I become unable to perform the duties described above.

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

NOTE: Signed original is to be kept in personnel file. Employee is to be given copy.