



## **JOB DESCRIPTION**

**JOB TITLE:** Community Health Worker

**STATUS:** Full-Time Non-exempt

**DEPARTMENT:** Clinical/Medical

**IMMEDIATE SUPERVISOR TITLE:** Care Management Manager

### **POSITION SUMMARY:**

The Community Health Worker functions as the frontline public health worker meeting all competencies and objectives of exhibit C of the Community Health Worker contract with the Missouri Primary Care Association (MPCA)

### **Supervision:**

Non-supervisory and reports directly to the Care Management Manager.

### **ESSENTIAL Position RESPONSIBILITIES:**

The Community Health Worker (CHW) will be responsible for helping patients navigate and access community services and adopt healthy behaviors. Assists eligible clients to apply for publicly sponsored health care insurance plans providing close follow up throughout the approval process. Conduct outreach in the community that promote, maintain, and improve individual and community health. Provide information on available resources, provide social support and informal counseling, and advocate for individuals and community health needs. Collect data to help identify community health needs and conduct continuous process improvement as part of the quality assurance program. Conduct professional duties in accordance with Four Rivers Community Health Center's mission, vision and values.

### **Position Duties:**

Establishes trusting relationships with community partners, patients and their families while providing general support and encouragement.

Contacts prospective program participants by mail, telephone or in person to inform them of available services. Explains the impact the program would have on the participant and encourages participation.

Assists families, groups and communities in accessing health related services. Assesses client's eligibility for services such as financial assistance, insurances and other programs in place to assist individuals.

Assists eligible clients to apply for publicly sponsored health care insurance plans, providing necessary follow-up, tracking and data collection to assure continuous enrollment.

Assesses client with needs and refers clients to community resources and other agencies to meet identified needs.

Attend community meetings and appropriate health fairs to understand community issues and provide information to community members. Identify the particular health care needs of individuals in a community.

Advocates for individual or community health needs. Acts as a liaison between communities, individuals and other service providers.

Help clients understand their health conditions, develop strategies to improve their health conditions and provide informal counseling, support, and follow-up procedures.

Helps improve community resident's ability to effectively communicate with health care providers. Helps identify and reduce cultural and socio-economic barriers between patients and health providers.

Distribute posters, flyers, and brochures to Four Rivers Community Health Center service areas that are appropriate for the target population.

Utilizes the electronic healthcare record, excel spreadsheets, word processing and other software programs to format documents, spreadsheets, brochures, flyers, newsletters, training materials and other documents. Produces technical graphics, charts and tables, selecting the format that will best display the material. Enters data and produces various reports as required under the Community Health Worker contract with MPCA and in accordance with requirements of the Primary Care Health Home (PCHH) program.

**MINIMUM QUALIFICATIONS:**

High School diploma or equivalent required. Experience with social services or public health system is preferred.

**Physical Requirements:**

Ability to sit, stand, walk and access client's homes in various environments, bending over and lifting/holding/carrying objects found in an office environment.

Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone.

Ability to operate a PC/laptop and to enter & retrieve information from a computer.

Ability to handle varying and often high levels of stress.

Ability to travel throughout the County. Must be able to drive.

**WORKING CONDITIONS:**

Perform all duties in a manner that promotes team concept and reflects the Community Health Center mission and philosophy

Willingness to work a flexible schedule when circumstances necessitate

Physical Demands: Lifting, bending, reaching, pushing, carrying, sitting, vision corrected in normal range, hearing corrected in normal range

Hazardous Conditions: Exposure to infectious diseases; exposure to workplace chemicals, potential exposure to physical violence

Exposed to: Cold/heat controls, close contact with sick people.

Must be able to work under conditions of constant interruption and be able to stay on task.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as organizational needs evolve.

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Team Member Printed Name

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Team Member Signature and Date