

Partners for Healing

Community Health Worker Job Description

Job Title: Community Health Worker
Department: Administration/Clinical
Immediate Supervisor Title: Executive Director
Job Supervisory Responsibilities: None

Essential Job Responsibilities:

Community Health Workers (CHW) will primarily be working out 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.

Key Responsibilities:

- 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
- Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
- Convey the purposes and services of a program to the user population and the impact that program or service would have
- Help patients develop health management plans and goals
- Follow-up with health management/care plans with both patients and 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 participants and provide feedback
- Facilitate communication and coordinate services between providers
- Motivate patients to be active, engaged participants in their health
- 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, 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

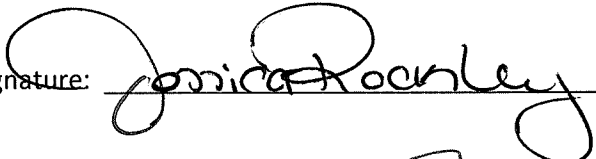
Education: High School Graduate. Nursing/medical credential a plus.

Experience: Experience working in a community-based setting for at least 1 to 2 years preferred.

Equipment Operated: Standard office equipment, including computerized health information management system for medical records

Work Environment: Medical office

Mental/Physical Requirements: Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 20 pounds of supplies. Occasional stress from dealing with many patients and staff.

Employee Signature:  Date: 3.1.22

Executive Director Signature:  Date: 3/1/22