

POSITION SUMMARY:

The Community Health Worker (CHW) is responsible for helping patients and their families to navigate and access community services, other resources, and adopt healthy behaviors. The CHW supports providers and the Case Managers through an integrated approach to care management and community outreach. As a priority, activities will promote, maintain, and improve the health of patients and their family. CHW provides social support and informal counseling, advocates for individuals and community health needs, and provides services such as basic first aid, blood pressure screenings, and simple wound care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Provide ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
- Follow – up with patients via phone calls, home visits and visits to other settings where patients can be found.
- Help patients set personal health related goals and attend appointments.
- Provide referrals for services to community agencies as appropriate.
- Help patients connect with transportation resources and provide appointment reminders in special circumstances. Transporting patients based on HHC van policy.
- Exhibit excellent working relations with patients, visitors and staff,
- Effectively communicating HHC's mission.
- Work closely with medical providers to help ensure that patients have comprehensive and coordinated care plans.
- Work collaboratively with other clinical personnel assigned to the same patient.
- Knowledgeable about community resources appropriate to needs of patients/families.
- Responsible for providing consistent communication to the Case Manager to evaluate patient/family status, ensuring that provided information, and reports clearly describe progress.
- Act as a patient advocate and liaison between the patient/family and community service agencies.
- Record patient care management information in the EMR and other software no later than 24 hours after patient contact.
- Attend regular staff meetings, trainings and other meetings, as requested.
- Manage assigned caseload of patients.
- Maintain HIPPA compliance at all times.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

COMPETENCIES:

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people, including children and teenagers.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Ability to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- Successfully complete background check and fingerprinting as outlined by the Department of Education.
- Maintain compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Administrative Assistant's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, talk, and hear. The employee is occasionally required to stand, walk, and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 25 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus. Ability to read multiple handwritings.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- Written and oral fluency in English and Spanish is preferred.
- Experience working in a multi-cultural setting.
- Experience working in a community-based setting for at least 1 to 2 years preferred.
- Basic computer skills required, electronic medical record (EMR) experience preferred.
- Understand the community served, community connectedness.
- Good communication skills, such as listening well, and using language appropriately.
- Ability and willingness to provide emotional support, encouragement and motivation to patients.

Education Requirements: The following education requirements are considered essential:

- High school graduate or equivalent required; Associate's Degree in Business Administration or related field preferred.
- MT, Paramedic, or Certified Nursing Assistant preferred.
- Successful completion of a Community Health Worker formal training program such as from a college or other education institution is preferred.
- Medical terminology and/or background preferred.

Hometown Health Center is an equal opportunity provider and employer.

** All requirements and skills are considered to be essential, unless otherwise indicated. **