

Michigan Primary Care Association
Community Health Workers and HCH: A Partnership to Promote Primary Care
Community Health Worker Job Description

Summary:

The Community Health Worker (CHW) helps increase access to health services for people who have experienced homelessness through outreach, education, and peer support. This position provides a variety of specialized services to special populations. The CHW is expected to have an understanding of mental illness and addiction, being willing and ready to engage with clients who struggle with these issues at all levels.

The CHW is responsible for promoting behavior changes, assisting with linkages to appropriate health care services and assisting individuals with self-management of chronic diseases.

Reports to: Social Work Manager

Position Goal: Effectively educate, motivate and support patients in pursuing behavior and lifestyle modifications that improve health status and quality of life.

Responsibilities:

- Maintains confidentiality and follows HIPAA standards in safeguarding patient information.
- Conducts outreach and prevention education services, targeting individuals in need of a medical home and/or with chronic disease.
- Plan and prepare strategies with community health center and ER (emergency room) on referral process.
- Assist in identifying and engaging patients who would benefit from CHW support.
- Conduct comprehensive screening/assessment activities including health status, health risks and social needs factors.
- Assists clients in gaining access to and navigating a primary health care medical home and other community based social services (i.e. behavioral health services, housing, legal, etc.)
- Documents each patient served, conducts intake interviews, monitors client progress, maintains logs and statistics.
- Engage patients/families in the development/maintenance and activation of a comprehensive treatment and self-management plan.
- Establish trusting relationship with patients and their families while providing support, appropriate accountability and encouragement.
- Work cooperatively with other staff in coordinating patient care and pursuing team-based approaches to service delivery.
- Provides culturally and linguistically appropriate services and health education to clients.

- Maintain a professional disposition while working with a multidisciplinary health care team.
- Coordinate transportation for clients to/from appointments, including accompaniment as needed
- Completes accurately, and in a timely manner, all-necessary forms, case recordings and statistical reports, and submits such documentation to his or her supervisor within designated timelines.
- Develop relationships with area social service agencies to build knowledge of the resources available to clients and to provide linkages to these services.
- Participates actively in regular supervisory and team meetings, training sessions, conferences, seminars and independent study. Participates in program and operational planning.
- Works toward developing a broad knowledge of casework and carries the volume of work as determined with his or her supervisor.
- Provide ongoing follow-up, motivational interviewing and goal setting with patients/families.
- Follow-up with clients regarding appointments, care plans, and health goals.
- Other duties may be assigned.
- It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without the fear of reprisal.

Skills:

- Strong organizational skills.
- Strong interpersonal and social skills with demonstrated ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds.
- Good oral and written communication skills.
- Able to operate small office equipment, including photocopier, telephone, and personal computer.
- Basic knowledge of Microsoft Office.
- Strong project management abilities.
- Ability to navigate local transportation services (i.e. bus, train, and taxi).

Performance Requirements:

- Oral and written communication skills at a level typically acquired through a program of study in public health, health education, social work, human services, health communication or similar field or relevant work experience.
- Knowledge of community-based healthcare and social services systems and the needs of medically underserved populations, particularly perinatal (pregnant) women and older adults/seniors
- Ability to work with individuals from varied professional background and diverse cultures with multiple chronic conditions.
- Ability to thrive in a complex and rapidly changing environment.
- Ability to develop and maintain productive partner relations

- Ability to build credibility and trust with clients/patients.

Physical Requirements/Typical Working Conditions:

- A majority of work is performed in normal, pleasant ambulatory healthcare environment. A portion of work time will be spent performing activities in the community and patients' homes.
- Lift up to 25 pounds (laptop computer, small office equipment use, or similar items)
- Must be able to stand, sit, walk, kneel, and bend.

Qualifications:

- Must be 18 years of age or older.
- High school diploma or GED
- Must be able to travel with use of a personal vehicle
- Must possess the ability to read and interpret documents
- Must possess the ability to write routine reports and correspondences
- Must possess the ability to speak effectively before individuals and small groups
- Must possess the ability to interact respectfully with diverse cultural and socio-economic populations

Personal Characteristics:

- Ability to convey a strong presence, professional image, and deal confidently with complex situations
- Fosters a respectful sensitivity and non-judgmental attitude towards clients
- Treats clients, co-workers, and others with dignity and respect.
- Committed to addressing problems and issues constructively to find mutually acceptable and practical solutions

Schedule/Compensation:

Salary \$36,000/year plus health care benefits; Travel expenses will be reimbursed for work related travel.

Source: Michigan Primary Care Association. (nd). Community Health Worker Job Description Example. Retrieved from <http://www.mpca.net/page/CHWtoolkit>