



## **Job Description**

**Position:** Community Health Worker

### **Position Summary:**

The Community Health Worker (CHW) will be responsible for helping patients and their families navigate and access community services, other resources, and adopt healthy behaviors. The CHW supports an interdisciplinary team and the RN Case Manager 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 by providing social support and informal counseling, advocating for individuals and community health needs, and providing services as delegated by the interdisciplinary team.

### **MINIMUM QUALIFICATION STANDARDS:**

#### **I. Education:**

High School Diploma

#### **II. Experience:**

- Successful completion of a Community Health Worker formal training program
- Experience working in a multi-cultural setting
- Experience working in a community-based setting for at least 1 to 2 years preferred
- Knowledge of some medical terminology preferred
- Basic computer skills
- Good communication skills, such as listening well, and using language appropriately
- Bi-cultural sensitivity
- Ability and willingness to provide emotional support, encouragement and motivation to patients

#### **III. License Requirements:**

N/A

#### **IV. General:**

- Must demonstrate and maintain any required competency
- Able to speak, read and write in English
- Be honest, self-directed, possess initiative, display good judgment and a positive attitude toward daily activities
- Have the ability to communicate clearly and effectively both orally and in written work
- Be able to work cooperatively and in a productive manner with Agency employees, clients, customers and the general public
- Maintain satisfactory standing with the Adult Abuse Registry, Child Abuse & Neglect Registry, Vermont Criminal Information Center and OIG
- Be free from the illegal use and effects of drugs and alcohol in the workplace
- Be able to carry out the functions of this job without risk of harm to the health and safety of self and others
- Hold a valid driver's license and have a reliable, registered vehicle with insurance as required by Agency, and appropriate to position

### **WORKING CONDITIONS:**

1. Traveling may be required
2. May work in community based settings, and clients' homes and outdoors
3. May work during non-business hours
4. May experience:
  - a) hostile and emotionally upset clients, family members, visitors and staff;
  - b) stress due to a demanding profession;



- c) an exposure to blood-borne pathogens;
- d) a variety of environmental exposures such as inclement weather, animals, firearms, tobacco use, dust, and other client based activities and preferences.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

1. Must walk, sit, stand, bend, lift and move intermittently during working hours
2. Must have the ability to push, pull and lift from the floor, up to a total of 50 pounds and be able to move with the weight, as to Agency standards
3. Climbing-be able to navigate stairs of varying heights and degrees
4. Balancing-be able to maintain balance
5. Kneeling, crouching, stooping, twisting, reaching below waist level, reaching overhead and reaching torso level
6. Manual finger dexterity-will need dexterity to perform duties and use equipment
7. Visual acuity-will need sufficient eyesight to drive a car, use office equipment and perform duties
8. Auditory acuity- will need to assist individuals in person and by telephone

**PERFORMANCE REQUIREMENTS:**

**I. Performance Standards:**

1. Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
2. Providing ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
3. Follow-up with patients via phone calls, home visits and visits to other settings where patients can be found.
4. Assist patients with completing applications and registration forms.
5. Help patients set personal goals, and attend appointments.
6. Suggest appropriate referrals to the interdisciplinary team.
7. Help patients connect with transportation resources and give appointment reminders in special circumstances. Provide transportation for essential errands and MD appointments.
8. Exhibit excellent working relations with patients, visitors and staff, effectively communicating
9. Work cooperatively with other clinical personnel assigned to the same patient
10. Be knowledgeable about community resources appropriate to needs of patients/families
11. Be responsible for providing consistent communication to the interdisciplinary team
12. Act as a patient advocate and liaison between the patient/family and community service agencies (i.e. schools, Department Human Services, Health Care for Homeless, hospitals, support groups, etc.)
13. Meet documentation requirements as specified.
14. Attend regular staff meetings, trainings and other meetings as requested
15. Other duties as assigned.

**II. Professional Accountability:**

- Demonstrates a commitment to the mission and values of the Agency
- Complies with all Agency policies and procedures
- Demonstrates respectful and effective communication in all interactions
- Protects the privacy and confidentiality of clients, co-workers and Agency operations
- Complies with Agency policies to protect confidentiality, integrity, availability and security of all protected health information. Reports breach of security policy to Agency's HIPAA Compliance Officer
- Conducts him/herself in a safe manner by adhering to all safety practices, rules and standards.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes
- Reports to work on time, provides advance notice for time off, accurately reports time and attendance and appropriately manages paid time off (if applicable) in accordance with agency policy



- Demonstrates a commitment to integrity in work habits and use of Agency resource.
- Performs duties as assigned that may be outside his/her principle responsibilities
- Meets own learning needs. Participates in Agency educational programs, including completion of all mandatory competencies, education or training
- Effectively communicates to transfer information, provide guidance and resolve conflicts.
- Reports concerns and complaints regarding abuse, neglect and exploitation in accordance with Vermont State Law and Agency
- Enhance or improve Agency services by participating in team meetings, projects and committees
- Contributes to a positive work environment and responds in a constructive manner to change
- Documents the provision care and services in accordance to Agency policy

**SIGNATURES:**

_____	_____
Supervisor	Date
_____	_____
Employee	Date