



QUEENSCARE

Job Description Community Health Worker

<i>Department:</i>	QueensCare Health & Faith Partnership	<i>Prepared By:</i>	Wendy Johnson PhD, RN
<i>Reports To:</i>	Parish Nurse Manager	<i>Approved By:</i>	
<i>FLSA Status:</i>	Non-Exempt / Q - Grade 15	<i>Approved Date:</i>	

SUMMARY:

The Community Health Worker (CHW) functions as an outreach worker, lay health educator, and interpreter for, and assistant to, the QHFP parish nurse. The CHW assists in the delivery of services that focus on preventive and acute healthcare and psychosocial needs while promoting the integration of the body, mind and spirit. The CHW educates and supports groups of community volunteers to assess, plan, implement and evaluate health programs. The CHW conducts and assists with community health outreach and health events.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization’s vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely and providing excellent customer service to internal and external customers.
4. Fosters and promotes a culture of service excellence and accountability.
5. Acquires and maintains current knowledge in health in order to improve position-specific knowledge and skills, to enhance role performance, and to increase his/her level of competency (position specific training provided).
6. Provides care management and psycho-social support and follow up for patients/families.
7. Acts as a liaison or bridge between patients/families and health providers/professionals. Interprets for low English proficiency patients.
8. Provides patient education to patients/families in both individual and group settings.
9. Provides referrals and connects patients/families to community resources.
10. Acts as an advocate in the community on behalf of patients/families to assist in resolving barriers that may interfere with health promotion, disease prevention, and general well-being.
11. Assists in maintaining processes and systems that ensure comprehensive and thorough patient care (i.e. documents every patient visit, follow-up appointments scheduled, patient adherence to treatment plan monitored).
12. Conducts home visits to assess the physical and psycho-social environments according to written protocols and procedures.
13. Conducts health outreach and education events.
14. Performs all other duties as assigned including participation in special projects and research.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

High school diploma or GED equivalent. CPR certification required.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management. Ability to communicate effectively with patients, community representatives, staff, and management. Ability to incorporate clinical skills that promote patient's independence by establishing patient care goals; teaching patient, friends, and family to understand condition, medications, and self-care skills; and answering questions. Bilingual Spanish speaker preferred.

MATHEMATICAL SKILLS:

Ability to calculate figures.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decisions and execute timely to produce positive outcomes.

OTHER SKILLS AND ABILITIES:

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Communicates clearly and concisely, both verbally and in writing.
5. Graduate of a CHW training program preferred.
6. Interacts appropriately with diverse populations and different community groups. Sensitive to multicultural issues.
7. Demonstrates initiative and a willingness to learn.
8. Establishes a good rapport and cooperative working relationship with all members of the organization's staff.
9. Demonstrates ability to work in an independent setting, yet function as part of a larger team.
10. Performs as a self-starter who needs no reminders of duties and tasks that need to be completed.
11. Must have own automobile, valid California Driver's License, and active automobile insurance.
12. Proficiency with computer applications such as email, use of web-based portals, Microsoft Office (Word, Excel, PowerPoint).

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee 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 use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics is variable.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print)

Date

Employee Signature