



Job Description Community Health Worker

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<i>Reports To:</i>	Director of Nursing	<i>Approved By:</i>	John Nguyen, Chief Medical Officer
<i>FLSA Status:</i>	Non-Exempt / Grade 15	<i>Approved Date:</i>	December 3, 2018

SUMMARY:

The Community Health Worker (CHW) supports the patient care team by assisting patients with chronic diseases and their families by providing a variety of preventive and disease management services. Chronic diseases most commonly addressed are asthma, diabetes, COPD, obesity and hypertension. These preventive and disease management services include but are not limited to patient education; case and psychosocial management support/follow-up; home visits and linkages to community resources with the aim of educating and empowering patients and their families to control symptoms. All CHW activity is performed under the supervision of a licensed professional upon order of a healthcare provider.

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. Acts as a liaison or bridge between patients/families and health providers/professionals. Interprets for low English proficiency patients, as needed.
6. Provides patient education to patients/families in both individual and group settings.
7. Provides referrals and connects patients/families to community resources.
8. 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.
9. Assists in maintaining and improving 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).
10. For asthma patients, conducts home visits to assess the physical and psychosocial environments according to written protocols and procedures
11. Conducts health outreach and education events.
12. This is the same as #2 above. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
13. Complies with organizational policies and procedures.
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 equivalency required.
- CPR certification required.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management. Bilingual Spanish preferred.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and apply concepts of basic math.

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.

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. Adjusts to changes in tasks and priorities. Seeks, accepts and acts on feedback.
5. Maintains and promotes a safe work environment.
6. Demonstrates excellent communication skills, both oral and written.
7. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word and Outlook.
8. Displays positive outlook on the job and promotes professional behavior always.
9. Interacts appropriately with diverse populations and different community groups. Sensitive to multicultural issues.
10. Organizes and prioritizes work with minimum supervision.
11. Manages time efficiently and follows through on duties to completion.
12. Must have own automobile, Valid California Driver License, and active automobile insurance.

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 described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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