

## **JOB DESCRIPTION**

**TITLE:** BEHAVIORAL HEALTH COMMUNITY HEALTH  
**WORKER**  
**REPORTS TO:** BEHAVIORAL HEALTH DIRECTOR  
**STATUS:** NON-EXEMPT

### **SUMMARY**

Under the direction of the Director of Behavioral Health and as a part of a multidisciplinary team, the Behavioral Health Community Health Worker (BH CHW) will perform essential functions of case management, care coordination, and population health management as part of the Behavioral Health department and integrated care approach. The BH CHW will work with a specified caseload to help coordinate the physical health, behavioral health, and community-based services as indicated. This involves effective collaboration and communication with indicated patients, family/support person(s), providers, and the BH team to promote wellness and patient empowerment, while ensuring access to appropriate services and maximizing patient benefit. The BH CHW will serve as an advocate for and a liaison between the patients and service providers to assist in the resolution of barriers that may interfere with the patients' health promotion, disease prevention and management, and general well-being.

### **ESSENTIAL DUTIES**

- Follow Behavioral Health Department policies and procedures
- Facilitate access to physical health, behavioral health, support services, and health education to support patients' achievement of individualized health- and wellbeing-related goals
- Utilize evidence-based outreach and engagement techniques including, but not limited to:
  - Motivational interviewing
  - Trauma-informed care approach
  - Harm reduction practices
- Use effective communication skills, such as active and reflective listening, to build rapport with vulnerable and difficult to engage patients
- Participate in Clinic daily huddles as indicated to assess patients' needs and coordinate services
- Interview and assess patients to identify SDOH factors that may interfere with patients' abilities to attain their health- and wellbeing-related goals as well as stabilize and optimize their health status
- Promote self-management skills for patients to effectively engage with health and service providers as well as support the achievement of self-directed, individualized health- and wellbeing-related goals to improve their functional and health statuses
- Ensure that patients and family/support person(s) are knowledgeable about the patient's chronic conditions, as indicated, with the overall goal of improving patients' health outcomes
  - Provide culturally appropriate information that meets health literacy standards

- Develop comprehensive, individualized, and person-centered care plans for each identified patient that are/will
  - Based on the needs and desires of each patient
  - Incorporate the patients' physical health, behavioral health, community-based needs
  - Be reassessed based on patient progress or changes in patients 'needs
- Provide health education to assist patients set goals and solve problems for improved self-management including, but not limited to
  - Nutrition
  - Food/Housing security
  - Substance use
  - Health maintenance
- Monitor patients' medication and treatment adherence
- Work collaboratively with all indicated internal departments and external community partners to maximize utilization of available resources and programming
- Coordinate appointments among various service lines, offered by ACHC Clinic(s) as well as external providers, as indicated
  - Medical
  - Dental
  - Behavioral health
  - Chiropractic
  - Optometry
  - Women's health
  - Other specialty care
- Advocate on behalf of patients with health care and service providers
- Work with community hospital staff on transition and discharge plans as indicated
- Complete required documentation, including indicated EHR notes and HIPAA-compliant database/system entries for timely patient outreach, engagement, and support
- Other duties as assigned

## **SUPERVISORY RESPONSIBILITY**

The BH CHW does not have supervisory responsibility. The BH CHW is expected to provide leadership and instruction to volunteers and/or less experienced staff.

## **SERVICE VALUES**

All employees are expected to provide the very highest level of service to Clinic patients and their families. In addition, their work ethic is expected to the core values that are universally shared and revered by society at large:

**Service**  
**Compassion**  
**Human Dignity**  
**Social Justice**  
**Ethical Conduct**

## **ENVIRONMENT**

The environment for this position is a medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The setting is a non-confined office in which the BH SW is free to move about at will. In addition, she/he may travel via personal vehicle or public transportation throughout the community.

## **PHYSICAL ACTIVITY**

In the course of performing this work, the BH CHW:

- Will spend substantial time standing, sitting, speaking and listening
- Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds
- May travel via personal vehicle or public transportation to other facilities throughout Los Angeles

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

## **QUALIFICATIONS/POSITION REQUIREMENTS**

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines. Additional requirements include: 1) knowledge of electronic medical records; 2) knowledge of community and community resources; 3) ability to pass background check; 4) valid California State Driver's License; 5) TB Clearance; 6) flexibility to work overtime, holidays and weekends; 7) local travel required.

## **EXPERIENCE / KNOWLEDGE:**

To perform effectively in this position, the BH CHW must have/be:

- Working knowledge of Clinic policies and procedures
- Experience working in an integrated behavioral health/medical model
- A whole-person care approach
- Experience working with multi-disciplinary teams/colleagues
- A desire to learn and develop
- Knowledge of and experience with evidence-based outreach and engagement practices for all applicable age groups
  - Motivational interviewing
  - Harm reduction
  - Trauma-informed care
- Emotional resiliency
- Cultural humility and competency
- A commitment to the philosophy of the agency

- Integrity and ethical behavior
- Strong positive communication skills
  - Listen effectively
  - Speak and write clearly

The BH CHW may have:

- Bilingual capacity with ability to provide services in English and Spanish

## **EDUCATION**

- Bachelor's degree from an accredited university
  - At least 1 year working in a health care setting
  - Prior experience working with vulnerable, marginalized, under-served populations
  - Prior experience working with individuals with chronic physical and/or mental health issues
- High School Diploma or equivalent and
  - At least 3 years experience working in a community clinic/FQHC setting
  - Prior experience working with individuals with chronic physical and/or mental health issues

## **EQUIPMENT & SOFTWARE OPERATION**

Strong working and applicable knowledge to operate any/all of the following equipment is required:

- Telephone, cell phone, fax
- Computer, printer, and related equipment
- Copy machine
- Personal automobile

Computer software may include any or all of the following:

- Microsoft Office
- Web browsers
- Electronic Health Record
- Data/Reporting software

Job Type:

- Full-

time

- Part-

time

Job Location:

- Los Angeles, CA 90003

Required education:

- Bachelor's or High School Diploma/equivalence

Required language:

- English
- Spanish

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_\_