COMMUNITY HEALTH WORKER – JOB DESCRIPTION

POSITION REPORTS TO: Care Management Coordinator
DEPARTMENT: Medical
CLASSIFICATION: Non-Exempt

JOB SUMMARY:

The Community Health Worker (CHW) will be responsible for helping patients and their families to navigate and access community services, other resources, and adopt healthy behaviors. The CHW supports providers and the Care Management Coordinator through an integrated approach to care management and community outreach. As a priority, activity will promote, maintain, and improve the health of patients and their family. Provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid, and blood pressure screening. Community outreach, such as home visits and health screenings will be required.

KEY FUNCTIONS/RESPONSIBILITIES:

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Providing ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
- Conduct intake interviews with patients, including enrolling and/or referring patients into Montgomery Cares, Sliding Fee program, Care for Kids, and other programs.
- Follow-up with patients via phone calls, home visits and visits to other settings where patients can be found.
- Assist patients with completing applications and registration forms.
- Conduct eligibility determination, enrollment and follow-up with uninsured patients.
- Help patients set personal goals, and attend appointments.
- Provide referrals for services to community agencies as appropriate.
- Help patients connect with transportation resources and give appointment reminders in special circumstances. Transporting patients is strictly prohibited.
- Exhibit excellent working relations with patients, visitors and staff, effectively communicating CCI’s mission.
- Work closely with medical provider to help ensure that patients have comprehensive and coordinated care. Follow-up with patients should be continuous from initial identification through closure.
- Work cooperatively with other clinical personnel assigned to the same patient.
- Be knowledgeable about community resources appropriate to needs of patients/families.
- Be responsible for providing consistent communication to the Care Management Coordinator to evaluate patient/family status, ensuring that provided information, and reports clearly describe progress.
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- Act as a patient advocate and liaison between the patient/family and community service agencies (i.e. schools, Department Human Services, Heath Care for Homeless, hospitals, support groups, etc.).
- Record patient care management information in the EMR (training provided) and other software no later than 24 hours after patient contact.
- Attend regular staff meetings, trainings and other meetings as requested.
- Manage assigned caseload of patients.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- High School Diploma or its equivalent.
- Successful completion of a Community Health Worker formal training program such as from a college or other education institution is preferred.
- Written and oral fluency in Spanish and English required.
- 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.
- Ability to initiate and maintain positive working relationships with CCI staff and other organizations.
- Understand the community served - community connectedness.
- Good communication skills, such as listening well, and using language appropriately.
- Ability and willingness to provide emotional support, encouragement and motivation to patients

Acknowledgment
I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

________________________________________
Employee Name

________________________________________  _________________________
Employee Signature  Date

Revised April 30, 2012
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Supervisor Name

Supervisor Signature

Date

Revised April 30, 2012