**JOB DESCRIPTION**

Job Classification:         Community Health Worker Program Manager

Reports to: Nursing Director

Supervises: Community Health Workers

Last reviewed: 09.07.23

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POSITION PURPOSE:

This position is responsible for managing the Community Health Worker (CHW) program. The CHW program supports the clinical care teams to improve patient care and outcomes through helping patients and their families understand care plans and instructions, helping them navigate and access community services and other resources, and adopting healthy behaviors. This person will be responsible for developing and maintaining the CHW program including a focus on the Spanish-speaking community through Promotores De Salud, and for creating and maintaining a cohesive CHW team.

MINIMUM QUALIFICATIONS:

**Education:** Bachelor’s degree or higher.

**Licensure/Certification:** None.

**Experience:** Experience in care coordination, clinical practices, as a Community Health Worker, and supervision preferred.

**Skills:** Knowledgeable regarding CHW, care coordination, adult training, and supervising. Bilingual/bicultural (Spanish) encouraged to apply.

**Physical demands:**Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation. This position requires that most time is spent sitting at a desk using a computer and telephone.

**Status Classification:** Salary

PRIMARY JOB RESPONSIBILITIES:

1. Serves as the Program Manager of the Valley View Health Center Community Health Worker (CHW) Program.
   1. Supervises CHW staff, providing leadership, direction, and acts as a resource for staff success, and ensuring their compliance with Valley View policies, procedures, mission, values, goals, and initiatives.
   2. Serves as a subject matter expert in CHW scope of practice.
2. Serves as a Community Health Worker or Promotores De Salud as support to the CHW team.
   1. Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
   2. Follow-up with health management/care plans with both patients and providers.
   3. Coach patients in effective management of their chronic health conditions and self-care.
   4. Assist patients and their families in understanding care plans and instructions.
   5. Help clients in utilizing VVHC resources, including scheduling appointments and completing new patient intake forms.
   6. Provide referrals for services to community agencies as appropriate and assist with completion of applications for programs for which they may be eligible.
   7. Motivate patients to be active, engaged participants in their health.
   8. Follow-up with patients via phone calls and in the clinic.
   9. Effectively work with other clinical staff, providers, patients, and others from diverse backgrounds.
   10. Build and maintain positive working relationships with peers, patients, supervisors, and other VVHC employees.
   11. Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place.
   12. Work collaboratively and effectively within a team.
   13. Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; volunteer resources and the practices associated with using volunteers, operations, functions, policies, and procedures associated with the department or program area, procedures, and resources available to handle new, unusual, or different situations.
   14. Identify and apply appropriate role definition and skilled boundaries.
3. Supports the development and enforcement of Valley View Health Center’s policies, protocols, procedures, and guidelines.
4. Ensures confidentiality of all clients/patient’s information per Valley View Health Center policy and HIPAA guidelines.
5. Represents Valley View Health Center in community sponsored events, civic organizations, educational activities, and professional associations.
6. Performs other related duties as assigned. Standards:
   1. Follows guidelines established at time of assignment.
   2. Accepts assignments willingly.
   3. Prioritizes workload to ensure timely completion of assignment.
   4. Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

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Employee Signature Date

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Supervisor Signature Date