

## JOB DESCRIPTION

Job Classification: Community Health Worker 2

Reports to: Community Health Worker Program Manager and Regional Administrator

Supervises: None

Last reviewed: 04.04.2024

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### POSITION PURPOSE:

Promote coordination of care and systems navigation support for medical, dental, behavioral health needs and helping families to address a range of stressors through the provision of individualized, relational, and strengths-based supports to patients, parents, caregivers, and families. The overarching goal is to support them through short-term interventions within the scope of practice through outreach and engagement, informal counseling, social support, and connection to resources addressing Social Determinants of Health.

### MINIMUM QUALIFICATIONS:

Education: High School Diploma/GED required; Formal post- secondary education of 2+ yrs. **AND/OR** Formal Certification in area(s) of Case Management, Behavioral Health, Child Development, Substance Abuse, Leadership or Social Services Related Field

Licensure/Certification: Valid driver license, Basic Life Support

**Experience:** At least 2 years of relevant lived experience within the targeted population or related experience with advanced knowledge of the needs, concerns, and attitudes of the targeted population. **Plus** 2 or more years in social services environment providing case management services to underserved communities; specific focus on pediatric involvement is a plus.  
Bilingual in English and Spanish preferred.

### **Equipment/Skills:**

- Strong verbal and written communication skills that align with given community/population needs.
- Knowledge of, and/or experience in navigating complex systems of care, inside and outside of “health care”.
- Awareness of local resources, navigating local resources to address stressors, or social determinants of health.
- Outstanding organizational skills and ability to manage a caseload of multiple families.
- Interest and ability to successfully work in diverse communities, including self-awareness, understanding of systems of oppression, and willingness to contribute to undoing institutionalized racism.
- Interest and ability to connect with diverse families and support them in overcoming systemic barriers; Comfort with interacting with children and youth, and commitment to creating a child-friendly environment.

- Ability to collaborate effectively with diverse patients, agency staff, and team members.
- Commitment to improving the experience of care for children and families, particularly those underserved by our current systems.
- Experienced to advanced technological capabilities to use electronic medical records and other systems to document encounters, collect and report data, and track patient progress.
- Ability and desire to be flexible and responsive.

**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:** Hourly

**PRIMARY JOB RESPONSIBILITIES:** Serves as a Community Health Worker or Promotores De Salud.

- a. Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- b. Follow-up with health management/care plans with both patients and providers.
- c. Maintain caseload: Including ongoing cases with more intensive attention to needs, including detailed documentation in order to provide holistic care and provide the care teams with in-depth knowledge of the case and case plans.
- d. Coach patients and families in effective management of their chronic health conditions and self-care. This may occur in one-time visits or on an ongoing basis according to care plan established in conjunction with VVHC care team.
- e. Assist patients and their families in understanding care plans and instructions.
- f. Provide referrals for services to community agencies as appropriate and assist with completion of applications for programs for which they may be eligible.
- g. Motivate patients and families to be active, engaged participants in their health. Follow-up with patients via phone calls and in the clinic.
- h. Effectively work with other clinical staff, providers, patients, and others from diverse backgrounds. Build and maintain positive working relationships with peers, patients, supervisors, and other VVHC employees.
- i. Document activities, care plans, and results in an effective manner while strictly adhering to the policies and procedures in place.
- j. Work collaboratively and effectively within a team. This includes, but is not limited to, the CHW team, provider and care team, receptionists, and all staff within VVHC.
- k. Important part of this role will be seeking out and cultivating ongoing partnerships with other social service agencies in the community for best quality patient care and ease of referral.
- l. 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.
- m. Identify and apply appropriate role definition and professional boundaries.

- B. Supports the development and enforcement of Valley View Health Center’s policies, protocols, procedures, and guidelines.
- C. Ensures confidentiality of all patient’s information per Valley View Health Center policy and HIPAA guidelines.
- D. Represents Valley View Health Center in community sponsored events, educational activities, and professional associations.
- E. Performs other related duties as assigned. Standards:
  - a. Follows guidelines established at time of assignment.
  - b. Accepts assignments willingly.
  - c. Prioritizes workload to ensure timely completion of assignment.
  - d. Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

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

_____ Employee Signature	_____ Date
_____ Supervisor Signature	_____ Date