

Community Health Worker Job Description

Reports to:	Chief Programs Officer
Classification:	Non-Exempt
Department/Site:	Administration

Major Functions:

The Community Health Work is responsible for serving as a liaison/linkage between the patient and the healthcare provider to facilitate continued care and management of the ABCS (Hemoglobin A1c, Blood Pressure, Cholesterol and Smoking) of heart disease and stroke. The CHW will serve as a capacity builder to increase the community's health awareness through outreach activities related to advocacy, health promotion, and prevention and to provide informal ABCS self-management health education.

Essential Functions:

- Assist in meeting the patient's basic healthcare needs in relation to the ABCS.
- Assist with appointment and remind patient to keep follow-up appointments.
- Assist patient in understanding health information provided by the healthcare provider.
- Serves as a link between the community and health systems.
- Increase access to primary care through culturally competent outreach and enrollment strategies.
- Make necessary referrals and coordinate services within the organization and externally.
- Become a Certified Application Counselor to better assist with enrollment of patients into programs such as health insurance and public assistance.
- Gauge patient's level of knowledge and understanding regarding medication and chronic disease.
- Encourage compliance and adherence of medication regimen and treatment plan.
- Offer suggestions for medication compliance.
- Discuss current lifestyle behaviors and provide informal education regarding lifestyle medications.
- Conduct follow-up phone calls, home visits, and/or group meetings to evaluate progress, compliance, problem solving and self-management, (post office visit, within one month, and quarterly thereafter and/or when needed.
- Document home visits, telephone calls, referrals, and follow-up discussions.
- Conduct blood pressure monitoring, measure height, weight, and waist circumference.
- Demonstrate the proper technique of performing self-glucose monitoring.
- Assist patient with keeping a blood pressure and glucose monitoring log.
- Report to and meet with supervisors on a regular basis.
- Attend all required trainings, (i.e. Chronic Disease Self-Management, Diabetes Self-Management, Community Health Worker Refresher Training, CAC recertification, etc.).
- Input data into the MSDH ABCS web-based portal.
- Generates statistical and data reports as required and distributed to district, regional, and state level staff.
- Enter clinical data to update records following the codes and standards disseminated by the Delta Health Collaborative.
- Operates data entry equipment using various program cards and/or data entry formats.
- Develop and submit periodic reports as requested.

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- Assist when and where necessary in developing improved patient records management.
- Consults with software programmers and/or evaluators for troubleshooting database problems.
- Attend required data entry trainings and meetings and provides input to enhance data systems.
- Update patient clinical information via MDHC web-based portal every three months to be accessed by MDHC clinical staff.
- Performs other tasks deemed necessary by the immediate supervisor.

GACFHC reserves the right to revise or change job duties, work sites and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Education/Skills:

- A minimum of 2 years’ experience working in a health care environment, medical assistance experience is a plus.
- Community Health Worker certification/training or the ability to be trained.
- Experience working with relational databases.... And written communication skills.
- Organizational skills.
- Computer skills to include Microsoft Word, Excel, Access and PowerPoint.
- Strong interpersonal skills.
- Strong customer service skills.
- Ability to relate to patients with compassion and trust.
- Ability to understand and follow the guidelines of the Health Information Portability and Privacy Act.

Mental Demands:

Must be able to demonstrate the ability to assist; in proper maintenance and oversight of the Billing area. Must demonstrate ability to follow Billing procedures as outlined in the accounting manual and obtain the most economical quotes for the organizations.

Physical Demands:

Work may require sitting for long periods of time, stooping, bending and stretching. Occasionally lifts. Requires manual dexterity sufficient to operate a keyboard; type at least 30 wpm, telephone etiquette and ability to operate minor office equipment. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. Work environment can be stressful.

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities as delineated.

Signature of Employee

Date

Signature of Supervisor

Date