



<b>Job Title:</b>	Community Health Worker
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**Summary**

Under indirect supervision, works closely with medical providers, primary care teams, and social services agencies to provide short term care coordination and connection to resources and support to program clients to improve their health and general well-being through education and provision of coordination of care and services. Works in both clinical and community-based settings, including client's homes.

**ROLES AND RESPONSILITIES**

**TO INCLUDE THE FOLLOWING:**

Promote the mission, vision, and values of the organization

- Assists clients in their homes, community, or clinic setting. Communicates to clients/patients the purposes of the program and the impact it may have on their wellbeing. Helps patients identify socio-economic issues that affect their overall health and develop health/social management plans and goals.
- Documents all client encounters and contracts made on behalf of clients; completes and submits monthly reports; maintains comprehensive electronic client files, which include client notes, release of information, assessments and other medical documents acquired on behalf of the client. Documents activities, service plans, and outcomes achieved by client in an effective manner.
- Educates client on the proper use of the Emergency Room, and provides information for alternatives. Coaches patients in effective management of their chronic health conditions and self-care. Assists patient in understanding care plans and instructions. Motivates patients/clients to be active and engaged participants in their health and overall wellbeing.
- Assists clients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and /or social services.
- Provides support and advocacy during initial medical visit or when necessary to assure clients' medical needs and referrals required are being conveyed. Follows up with both clients and providers regarding health/social services plans.
- Continuously expands knowledge and understanding of community resources and services. Facilitates client access to community resources, including locating housing, food, clothing, prenatal classes, parenting, and providers to teach life skills, and relevant mental health services. Assists clients in utilizing community services, including scheduling appointments with social services agencies and assisting with completion of applications for programs for which they may be eligible.
- Facilitates communication and coordinate services between providers and the clients/patients. Coordinates and monitors services, including comprehensive tracking of clients' compliance in relation to care plan objectives.
- Works collaboratively and effectively within a team. Establishes positive, supportive relationships with participants and provides feedback to other members of the team. Builds and maintains positive working relationships with the clients, providers, nurse case managers, agency representatives, supervisors and office staff, from diverse cultural and socio-economic backgrounds. Works to reduce cultural and socio-economic barriers between clients and institutions.
- Travels extensively to client homes, community locations, various agencies, and other outreach destinations.
- Performs miscellaneous job-related duties as assigned.

**QUALIFICATIONS**

**Education and Experience:**

Bachelor's degree in a social service field. Experience in providing customized, person-centered care to meet both short-term and long-term goals preferred