

South Heartland District Health Department

Job Description

TITLE: Community Health Worker (CHW)	OCCUPATION: Public Health Administration
POSITION STATUS: Full-time or Part-time, Regular	FLSA STATUS: Non-Exempt
WAGE RANGE: \$14.05 - \$20.05 / hr (Entry/Mid-Level)	DATE: September 19, 2021
REPORTS TO: Community Health Nurse Supervisor or Project Supervisor	APPROVED BY: Michele Bever

QUALIFICATIONS:

GENERAL: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and in a manner that is consistent with professional development standards of ethical conduct. The requirements listed below are representative of the knowledge, skill and/or ability required.

QUALIFICATIONS/EXPERIENCE: CHW: Must have a High School Diploma or GED and 1-2 years experience leading groups and/or previous experience as a lay health advisor or community health worker. Prefer Associate’s or Bachelor’s degree with courses in social/human services, health education, public health, health promotion, or medically-related field, and previous experience in community outreach, community organization and/or health education. Bilingual (fluent) in English and Spanish and resident of target community required.

CERTIFICATION, LICENSES, REGISTRATIONS:

- Medical Interpreter Certification from an approved program, desired.
- Community Health Worker Certification from an approved program, desired.
- Valid Nebraska driver’s license, vehicle and safe driving record required.
- CHES competencies, desired, for Health Educator.

CONDITIONS OF EMPLOYMENT:

- Must comply with organizational and departmental policies and procedures and various laws and regulations.
- Must possess a valid Nebraska driver’s license.
- Must successfully pass a background check.
- Must possess demonstrated ability to relate to individuals and families of varied ethnic and cultural backgrounds, ages, and economic circumstances.

JOB SUMMARY: Under direct supervision of a Community Health Nurse Supervisor or Project Supervisor, this position will conduct outreach activities to individuals and families in the South Heartland service area by establishing linkages, facilitating communication between stakeholders and finding resources. Specific roles could include assisting with one or more of the following: promoting breast, cervical, colon cancer and cardiovascular risk factor screening and awareness; increasing community linkages to primary health care; facilitating linkages to community resources for preventive screening, follow up and treatment, as well as chronic disease self-management; and supporting community efforts through education, advocacy, and problem solving. Minority Health Educator Position includes additional responsibilities for coordination and implementation of South Heartland District Health Department’s health education and outreach activities for minorities and will participate in program/strategic planning, evaluation and fund development opportunities.

PRIMARY JOB DUTIES (examples):

- Plan, prepare and implement projects/procedures for effective community outreach and enrichment. May assist in facilitating workshops, events and other functions pertaining to outreach programs.
- Communicate with community constituents through a variety of methods, with emphasis on interactions within the home or community environment.
- Coordinate individual and family participation in health and social services programs, providing social support and interpretation, as needed.

- Support and educate patients in understanding screening results; medication management and adherence; exercise and nutrition; health care system navigation, substance use and/or other health information and behaviors.
- Act as a patient advocate, with a goal to empower the community through knowledge delivery and skill-building. Bridge community, cultural, linguistic and educational barriers to encourage self-care and participation in prevention programs.
- Assure patients/clients obtain appropriate and timely services by making referrals, motivating and teaching people to seek care, teaching the importance of and assisting in set-up of follow up appointments, and coordinating care with other health provider personnel.
- Identify and help forge positive relationships with local businesses, faith-based organizations, health care providers, social service agencies, government offices and other community resources.
- Participate in regularly scheduled team or coalition meetings; be prepared to share both successes and opportunities for improvement with outreach activities and other responsibilities.
- Complete initial peer education and/or community health worker education training, including use of the Encounter Registry for assessments and referrals to resources, and demonstrate competency. Complete training in the Vaccine for Children program, including competency in utilizing the Nebraska State Immunization Information System (NESIIS).
- Educate and raise awareness of disparities in racial/ethnic minority populations. Conduct on-going assessment of health needs and priorities among racial/ethnic minority populations within the four county areas.
- Identify community educational needs of minority populations. Design and develop health education and informational materials, training aids and presentations. Make oral presentations to other staff, local agencies, worksites and the community. Practice and promote health literacy.
- Research and implement evidence-based strategies to address health disparities.
- Assist with development of Community Health Worker capacity in the district, including identifying resources, promoting and participating in bi-directional referral, identifying other CHWs and their skills and training needs, promoting standards and certification, and participating in state-wide CHW initiatives.
- Develop or coordinate CLAS standards training for SHDHD staff and area health providers. Assist in identification or development of Cultural Competency training for delivery to SHDHD staff and area organizations.
- Serve as an information resource for health information in the four-county area as established by the goals and objectives developed by the South Heartland District Health Department. Represent SHDHD at community events, health fairs and other types of events
- Participate in continuous quality/performance improvement processes: participate in training and education opportunities to maintain and improve proficiency and effectiveness, incorporate new learning into daily work, and gather data to identify areas for improvement and monitor progress and success.
- Respond to emergencies. As directed by supervisor, participate in disaster support, communicable diseases, outbreaks, and investigations, in whatever role designated. Work with communities to provide support in areas of need. Assist with planning, consulting, interpretation/translation, investigating, and providing technical assistance.
- Provide accurate, complete and timely documentation of work activities and program data /statistics; prepare reports and summaries as requested.
- Promote services and programs at SHDHD.
- Other duties as assigned.

SCOPE OF AUTHORITY: This position does not have supervisory responsibilities.

FINANCIAL: Work within limitations of program budget, being mindful of the need for cost-effective use of resources. Provide data as requested to support financial reporting. Prepare reports and gather documentation for timely program invoicing and program accountability.

ACCOUNTABILITY: Utilize and incorporate professional standards of practice criteria and guidelines into program development, implementation, and evaluation. Participate in the process of continually improving quality and performance. Provide accurate and timely data, records and summary reports for reporting to the Board of Health or as required by program grants or contracts.

SECURITY/ACCESS: This employee will be issued picture identification and will understand and comply with agency security/access policies and procedures.

EXPOSURE TO HAZARDS: Characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and environmental temperature levels in the work environment are normal/moderate. Although universal precautions will be encouraged, there may be a slight risk that the employee can be exposed to a communicable disease or an unsanitary environment during the course of work activities. While performing the duties of this position, the employee is occupationally exposed to outside weather conditions. The employee may need to drive in inclement weather and must have the ability to navigate out-of-town travel. The employee will be exposed to a variety of environments when visiting business sites such as high noise levels, dust and pollution for short periods of time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to maintain confidentiality.
- Ability to listen, read, comprehend, and effectively communicate information both written and orally to all individuals.
- Ability to carry out written and oral instructions.
- Knowledge of public health principles and techniques, basic sciences; knowledge of related cultural, social, and economic forces in family and group relationships. Knowledge of community health and welfare resources.
- Ability to apply professional public health principles, techniques, and basic sciences in homes and the community.
- Knowledge of available resources and organizations, including behavioral, psychosocial, medical, social and health services programs.
- Ability to exercise judgment in the application of professional services.
- Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners.
- Ability to maintain an objective attitude and maintain a calm, supportive demeanor when working with community processes and individuals.
- Ability to gather, organize and analyze a variety of information.

ESSENTIAL TECHNICAL/MOTOR:

- Responsible for proper use and operation of supplies and equipment including but not limited to: telephone, computer, printer, copier, LCD projector, and fax machine.
- Computer Literacy. Ability to operate a personal computer and utilize a variety of software programs including word processing, database management, desktop publishing, and e-mail.
- Driving in inclement weather and ability to navigate out-of-town travel.

PHYSICAL/CRITICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; walk, stand, and drive; use hands, fingers to handle or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk short distances, stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move 30+ pounds. Specific vision abilities required include those of close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee must be able to demonstrate physical fitness activities.

SCOPE OF CONTACT WITH CLIENT POPULATION: In the course of performing the duties of this job, the employee may encounter volunteers, board members, and interested/impaired individuals from preschool to the geriatric age group, from varying cultural and ethnic backgrounds, from diverse regional locations, and from differing service-related sources. Must be knowledgeable and sensitive to the needs of vulnerable and at-risk populations and to issues about trauma and its effects; communicates the importance of trauma to others, and supports trauma-informed changes, health literacy and CLAS standards in service delivery.

IDENTIFIED SKILL SETS:

- Strong written and oral communication skills.

- Excellent organizational and planning skills.
- Critical thinking and problem-solving skills.
- Ability to comply with work plans, reporting requirements, timelines and budgets per grants/contracts and SHDHD policies and procedures.
- Ability to exercise judgment in the application of professional services.
- Excellent interpersonal skills: Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners.
- Ability to maintain an objective attitude and maintain a calm, supportive demeanor when working with community processes and individuals.
- Equipment. Responsible for proper use and operation of supplies and equipment including but not limited to: telephone, computer, printer, copier, LCD projector, and fax machine.
- Computer Literacy. Ability to operate a personal computer and utilize a variety of software programs including word processing, database management, desktop publishing, social media platforms, and e-mail.

IDENTIFIED CORE COMPETENCIES OF PUBLIC HEALTH:

Tier 1 – Front Line Staff/Entry Level. Tier 1 competencies apply to public health professionals who carry out the day-to-day tasks of public health organizations and are not in management positions. Responsibilities of these professionals may include data collection and analysis, fieldwork, program planning, outreach, communications, customer service, and program support. (from: Core Competencies for Public Health Professionals, Council on Linkages, 2014)

- Public Health Sciences:
 - Retrieves evidence (e.g., research findings, case reports, community surveys, model policies) from print and electronic sources to support decision making
 - Uses evidence in developing, implementing, evaluating, and improving policies, programs, and services
- Community Dimensions of Practice:
 - Engages community members (e.g., focus groups, talking circles, formal meetings, key informant interviews) to improve health in a community
 - Recognizes suggests and supports relationships that are affecting health in a community (e.g., relationships among health departments, hospitals, community health centers, primary care providers, schools, community-based organizations, and other types of organizations)
 - Collaborates with community partners and facilitates collaborations to improve health in a community (e.g., participates in committees, shares data and information, connects people to resources, builds coalitions)
- Analysis and Assessment:
 - Applies ethical principles in accessing, collecting, analyzing, using, maintaining, and disseminating data and information
 - Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information
 - Collects valid and reliable quantitative and qualitative data
- Leadership and Systems Thinking:
 - Describes the ways public health, health care, and other organizations can work together or individually to impact the health of a community
 - Contributes to continuous improvement of individual, program, and organizational performance (e.g., mentoring, monitoring progress, adjusting programs to achieve better results)
- Policy Development and Program Planning:
 - Gathers information and develops options for policies, protocols, programs, and services; implements policies, protocols, programs and services
 - Describes how public health informatics is used in developing, implementing, evaluating, and improving policies, programs, and services (e.g., integrated data systems, electronic reporting, knowledge management systems, geographic information systems)
- Communication and Cultural Competency:
 - Identifies the literacy of populations served (e.g., ability to obtain, interpret, and use health and other and other information; social media literacy)
 - Communicates in writing and orally with linguistic and cultural proficiency (e.g., using age-appropriate materials, incorporating images)
 - Selects and evaluates approaches for disseminating public health data and information (e.g., social media, newspapers, newsletters, journals, town hall meetings, libraries, neighborhood gatherings)

- Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters)
- Facilitates communication among individuals, groups, and organizations
- Describes the ways diversity may influence policies, programs, services, and the health of a community
- Supports diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community
- Ensures the diversity of individuals and populations is addressed in policies, programs, and services that affect the health of a community
- Assesses the effects of policies, programs, and services on different populations in a community (e.g., customer satisfaction surveys, use of services by the target population)
- Financial Planning and Management:
 - Describes public health and health care funding mechanisms and procedures (e.g., categorical grants, fees, third party reimbursement, value-based purchasing) for supporting population health services
 - Provides information for development of contracts and other agreements for programs and services
 - Operates programs within budget
 - Uses evaluation results to improve program and organizational performance
 - Uses performance management systems for program and organizational improvement (e.g., achieving performance objectives and targets, increasing efficiency, refining processes, meeting Healthy People objectives, sustaining accreditation)