



Job Description

Job Title: Community Health Worker

Revised Date: March 11, 2016

Reports to: Supervisor

Scope of Authority: Employee is not responsible for supervising other personnel.

Security/Access: Employee will be issued picture identification and department credit card.

Job Summary: Responsible for working with the community and health care systems to support continuum of care utilization in the TRPHD district. Establish and maintain partnerships with key community members. Plan, prepare and implement projects/procedures for effective community outreach and enrichment. 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 community environment. 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. 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. Document and report on services and other resources services available in communities. Serves as resource to community members and public in areas of health referral. Answers phones, processes documents, requisitions, and organizes and files information. Completes other duties as assigned.

Required Education and Experience:

- High school diploma or equivalent; minimum 2 years health or human service or closely related degree from accredited college or university strongly preferred.
- National Incident Management System (NIMS) compliant within 6 months of employment.
- Completion of NDHHS health navigator / community health worker certification training within 1 year.
- Proficient in Microsoft Office and common computer and data base applications.
- Ability to operate standard office equipment including but not limited to computers, printers, copiers, scanners, calculators, facsimile machines and telephone systems.
- Valid driver's license and proof of personal driver's insurance required. Ability to utilize own transportation for work purposes.
- Ability to travel within the TRPHD seven county service area. Further distances on occasion.
- Ability to work well with diverse groups in the public sector and demonstrate cultural awareness and sensitivity.

Duties and Responsibilities:

- Responsible for the connecting individuals with health programs and providers.
- Establish and maintain district coalitions of Community Health Workers.
- Collect, maintain and report on community resources.
- Manage social media sites.

- Provides general office support for employees and customers.
- Answer phones, greet visitors, and respond appropriately to inquiries.
- Maintain electronic and paper filing systems. Maintain and ensure security of office files and records.
- Demonstrate sound fiscal accountability.
- Compliance with all TRPHD policies and procedures.
- Participation in assigned internal staff committees.
- Participation in required TRPHD trainings.
- Participate in performance management, activities to sustain a culture of QI within TRPHD and department accreditation efforts.
- Maintain strict confidentiality of sensitive information in accordance to HIPAA regulations.
- Able to work some evenings and weekends when needed.
- Represent TRPHD in a professional manner when out in the community in a variety of settings.
- Assist with emergency response efforts to disease outbreaks and/or disasters when requested.
- Other duties as assigned.

Basic Skills and Abilities required:

- Ability to establish and maintain effective working relationships with coworkers, administrative support organization, elected and appointed officials, representatives of other governmental units, private industry and members of the general public.
- Readily assumes responsibility.
- Ability to communicate effectively and articulate both orally and in writing.
- Ability to think strategically.
- Ability to organize, analyze, and interpret technical information.
- Ability to organize tasks, establish priorities and meet established deadlines.
- Ability to exercise objective judgment.
- Ability 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, stoop, kneel, crouch or crawl. The employee must be able to lift and/or move 50 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.
- Ability to work in a smoke/tobacco-free and drug-free work environment.

This position qualifies for non-exempt status as defined in the Fair Labor Standards.

I have read the above job description and agree to carry out the responsibilities described therein.

Signed: _____ Date: _____

Director: _____ Date: _____