



<b>Job Title:</b>	<b>Community Health Worker</b>
<b>Reports To:</b>	<b>Lead Community Health Worker</b>
<b>Department:</b>	<b>Patient Navigation</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Travel:</b>	<b>40%</b>
<b>Positions Supervised:</b>	<b>None</b>
<b>Work Schedule:</b>	<b>Full-Time (40 hours per week) including some non-traditional hours</b>

### **Job Summary**

Community Health Workers (CHW) assists clients by helping to resolve personal issues and identify resources to meet client needs. The CHW helps clients by providing support and counseling to individuals dealing with issues such as requiring basic behavioral health and medical care, adult daycare, substance abuse treatment, rehabilitation and navigating human relationships. A community services worker's clients often include the homeless population, pregnant teens, and the elderly. Most CHW duties will be conducted in the community, on the streets, and on site of the Mobile Health Unit. The CHW will also lead and organize community group activities and outreach events. The CHW will perform all tasks to support patient access to care, and services to reduce barriers to care, and increase access to social and health resources. This is a grant-funded position and the continuation of this position and/or continued employment is dependent upon existence of funds.

### **Reasonable Accommodation Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Bay Clinic is an equal opportunity employer.

### **Essential Functions**

**Accompany Street Medicine Team on weekly missions, aid community members in accessing affordable basic behavioral health and medical care.**

- Provide assistance to pregnant women, children, families, immigrants/migrants, people who are homeless, the elderly and any special populations.

- Ensure that services are linguistically and culturally appropriate. Clients who do not speak English as a native language or who have hearing impairments must be appropriately accommodated.
- Refer clients to appropriate providers and additional services, where necessary, including referral to health care providers that offers sliding fee scale discounts or free care to low income clients not qualified for public health insurance or assistance.
- Encourage homeless persons to access primary and preventive care at a health center rather than the emergency room or critical care facility.
- Support maintenance of improvements in health status.
- Accompany clients on medical visits as a source of support and facilitate client empowerment to fully engage with all members of their health care team.

**Assist clients who need counseling and provide emotional support.**

- Offer day-to-day survival tips and kits such as first aid, socks, water, hand sanitizer, etc.
- Provide culturally competent enrollment, health education, and outreach services.
- Motivational interviewing and rapport building with potential clients using empowering language and taking the lead from the client.
- Offer friendly and helpful advice based on problems and concerns identified by the client.
- Follow-up and track individuals experiencing homelessness and/or recently housed
- Schedule and remind clients of appointments and provide transportation if necessary.
- Reinforce behavior and mobilize social support

**Connect clients with community resources such as enrollment into housing, nutrition, , community showers, transportation, translation services, and other entitlements.**

- Provide culturally-appropriate case management services.
- Refer clients to appropriate additional resources in the community as needed such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), services offered at all Bay Clinic sites (Hilo, Keaau, Pahoa, and Ka'u Family Health Center, Hilo Women's Health Center, and Pahoa Women, Infant, and Children (WIC), Tobacco Cessation Facilities, Goodwill and others.
- Direct clients to Veterans Services, prescription coverage, community shower locations, food banks and other food distribution centers, provide with bus schedules and transportation options.
- Help consumers access needed supports for transitions such as attaining housing.
- Assist clients who need help signing up for medical respite.
- Ensures interpretation services are appropriate and that they meet the needs of the consumer.

**Helping clients obtain benefits and services, such as health insurance.**

- Demonstrate a basic knowledge of Quest, Medicare and Medicaid insurance, and help clients fill out and file paperwork for these programs, providing additional guidance on forms, steps, and documents to accurately and efficiently assist clients in this application process.
- Demonstrate an understanding of Healthcare.gov eligibility qualifications including open enrollment periods and special open enrollment circumstances for clients not eligible for Medicaid or Quest.
- Provide accurate information, competent enrollment assistance, and follow up assistance for Medicaid or Quest including the different types of insurance plans/programs, HMSA, Aloha Care, United Healthcare, and Ohana Quest/QExA (aged, blind, disabled, or collecting federal funds), State funded ABD (aged, blind, disabled that are Non-US citizens) program, State's Children's Health Insurance Program (CHIPS), SLMB (Specified Low-Income Medicare

Beneficiaries), QMB (Qualified Medicare Beneficiaries), and QDWI (Qualified Disabled and Working Individuals).

### **Community Advocate / Educator.**

- Address the social determinants of homelessness, lack of proper nutrition, human rights, safety, etc.
- Knowledge and sharing of homeless rights and local status laws such as sit/lie, panhandling,
- Develop and utilize connections with community service representatives to help clients get what they need.
- Update provider teams at the health center about what issues consumers are facing, both specifically and generally, within the community and individually by the consumers themselves
- Encourage and teach consumers to advocate for their own needs.
- Advocate for changes needed in the community to better the lives of all citizens, especially those without homes. Issues to be addressed locally can include: human rights violations, increased arrests of homeless, increased violence against those who experience homelessness, ordinances aimed at criminalizing homelessness, the closing of a needed shelter, the lack of nutrition or needed medical services, lack of educational opportunities, dispelling myths about homelessness, reducing the stigma associated with being homeless, etc.

### **Arrange, plan and attend community gatherings and outreach events.**

- Plan and participate in community outreach events to include individual meetings with community resource leaders; local community activities including health fairs, and activities within schools.
- Distribute information about those events such as emailing contacts and printing and distributing flyers.
- Participate in program training and events, and share information with other Outreach and Eligibility staff.

### **Other**

- Comply with all applicable local, state, and federal laws and regulations.
- Be able to work non-traditional hours including some nights and weekends for community outreach events.
- Promote and support the Patient Centered Medical Home (PCMH) primary care model.
- Report to work as scheduled and on time, and keep supervisor informed as to schedule.
- Perform other duties as assigned.
- Community Health Worker job duties do not include:
  - CHW are valuable members of health teams, but are not professionally medically trained. As such, they should not dispense medical advice, violate HIPAA or confidentiality outside Bay Clinic and Street Medicine staff, or provide formal counseling.

### **Qualifications**

- Communication, Oral – Must possess strong communication skills.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.

- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Reliability - The trait of being dependable and trustworthy.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Tolerance - Ability to work successfully with a variety of people without making judgments.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.

### Skills & Abilities

**Education:** A minimum of an Associate's Degree (or equivalent college credits) in Health and Human Services or related field.

**Experience:** Prior experience with administration of other state/county/federal public assistance programs preferred. Prior experience assisting clients with their healthcare needs.

**Computer Skills:** Proficient in Microsoft Office environment.

**Other Requirements:** Should possess strong communication skills, and be comfortable working under pressure. Must possess current Hawaii divers license, drivers traffic abstract and valid vehicle insurance. Maintain a Basic Life Support (BLS) certification. Must be able to work non-traditional hours to be able to attend community events.

### Working Conditions

Healthcare environment with possible exposure to airborne and bloodborne pathogens.

### Physical Requirements

Stand for extended periods of time, do repetitive tasks with few breaks.

### Physical Demands

- N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
**F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	F
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	N
Manually Manipulate	O	51-100 lbs	N
Reach Outward	O		

Reach Above Shoulder	O	Over 100 lbs	N
Climb	N		
Crawl	N	<b>Push/Pull</b>	
Squat or Kneel	N	12 lbs or less	O
Bend	N	13-25 lbs	N
		26-40 lbs	N
		41-100 lbs	N

*\*\*\*The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

<b>Prepared By:</b>	<b>Human Resources</b>
<b>Date:</b>	
<b>Supervisor Approval:</b>	
<b>Date:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	