

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: Entry-Level \$14.89 - \$19.07 / hr	DATE: April 7, 2023
REPORTS TO: CHW 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: Must have a High School Diploma or GED. Bilingual (fluent) in English and Spanish or Vietnamese and resident of community preferred. Experience leading groups and/or previous experience as a lay health advisor or community health worker preferred.

CERTIFICATION, LICENSES, REGISTRATIONS:

- Medical Interpreter Certification from an approved program, desired. (SHDHD will support this training)
- Community Health Worker Certification from an approved program, desired. (SHDHD will support this training)
- Valid Nebraska driver’s license, vehicle and safe driving record required.

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 CHW 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. Position may include assistance with health education and outreach activities for minority communities and may participate in program/strategic planning, evaluation and fund development opportunities.

PRIMARY JOB DUTIES may include a combination of the following activities:

- 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 data and client management tools (MedIT, UniteUs, etc.) for assessments and referrals to resources, and demonstrate competency. May include completing 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. Support 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.
- Understand and use proven (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.
- Assist with 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.
- Work toward meeting the Core Competencies of Public Health (listed below).
- 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 may be 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.

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.

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, or demonstrate physical fitness activities. 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.

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/impacted 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 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, 2021).

There are 8 domains of public health competency: Data Analytics and Assessment Skills, Policy Development and Program Planning Skills, Communication Skills, Health Equity Skills, Community Partnership Skills, Public Health Sciences Skills, Management and Finance Skills, Leadership and Systems Thinking Skills. Upon hire, new employees will complete a self-assessment of core competencies and, if needed, will work with their supervisor to develop a plan for core competency development that will support their specific position.