

OTTAWA COUNTY

TITLE: COMMUNITY HEALTH WORKER –
PATHWAYS TO BETTER HEALTH PROGRAM

DEPARTMENT: PUBLIC HEALTH

DATE: 10/20/2016

EMPLOYEE GROUP: GROUP T

GRADE: T7

FLSA: NON-EXEMPT

JOB SUMMARY:

Under the direction of the Nurse Supervisor, serves as a link between underserved communities and existing community resources using the Pathways to Better Health model. Assists clients in overcoming barriers to health, social services, education and employment through home visits. Acts as a liaison to primary care and hospital care, collecting client clinical data and providing client information necessary for client care. Uses evaluations performed by clinical professionals to assist clients and connect them with services.

ESSENTIAL JOB FUNCTIONS: The essential functions of this position include, but are not limited to, the following:

1. Interviews clients with problems such as personal and family adjustments, health, finances, employment, food, clothing, housing, utilities, and physical and mental impairments; completes appropriate checklist; and brings information gathered back to clinical professionals to determine nature and degree of problem.
2. Acquires information such as medical, psychological and social factors contributing to client's situation and forwards information to clinical professionals for evaluation.
3. Determines client's eligibility for services, such as financial assistance, insurances and other programs in place to assist individuals and refers clients to community resources and other agencies to meet identified needs.
4. Researches and records client's and community's resource information.
5. Performs data entry of information from home visits into a database.
6. Advocates for client and acts as a liaison between client and other service providers.
7. Conducts individual and group conferences to help clients and families to understand, accept and follow medical recommendations.
8. Reviews care plan developed by clinical professionals and performs appropriate follow-up activities as directed.
9. Follows departmental and Pathways protocols for care coordination activities.
10. Secures supplementary information such as employment or medical records or school reports as directed.
11. Successfully completes required trainings and curriculum required for position, including the Community Health Workers Training curriculum.
12. Performs other functions as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

1. Computer literacy and working knowledge of word-processing, spreadsheet, and database management software.
2. Knowledge of health care and other public and private human service resources available to client populations.
3. Ability to interact positively with patients, co-workers, health care and human service practitioners and community representatives from widely diverse cultural and socio-economic backgrounds and with varying levels of interpersonal and communications skills.
4. Must adhere to departmental, statutory and regulatory requirements governing the confidentiality of patient health information, including the provisions of HIPPA.
5. Knowledge of the cultural and ethnic groups represented in Ottawa County and cultural norms affecting health maintenance and health care.
6. Excellent interpersonal, verbal and written communications skills.

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

High school diploma or GED. Experience with social services or public health system is preferred. Knowledge of and experience with different cultural and ethnic groups within Ottawa County is strongly preferred. Bilingual (Cambodian, Spanish, and/or Laotian preferred) written and verbal medical translation skills preferred.

LICENSES AND CERTIFICATIONS

Must possess a valid driver's license.

PHYSICAL REQUIREMENTS:

1. Ability to sit, stand, walk and access client's homes in various environments, bending over and lifting/holding/carrying objects found in an office environment.
2. Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone.
3. Ability to handle varying and often high levels of stress.
4. Ability to travel throughout the County using your own vehicle. Must be able to drive. Mileage will be reimbursed according to County and IRS guidelines.

WORKING CONDITIONS:

The work environment varies. When in the office, safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required. When traveling to or spending time at client homes, exposure to unusual, unpleasant or hazardous environments increase.