

POSITION TITLE: **COMMUNITY HEALTH WORKER**

January 2021

REPORTS TO: Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Responds to clients in need of services and delivery of goods. Works closely with the Program Manager to ensure project success and effective communication regarding all necessary program components. Conducts assessments, provides services, creates documentation according to program specifics. Maintains a timely and accurate record of responsibilities and completed tasks. Provides aid needed to help qualified clients aligned with program criteria.

General Responsibilities:

- * Responsible for adhering to HIPAA.
- * Required to keep up to date and accurate documentation utilizing software provided by the Pathways Hub.
- * Ensures confidentiality and program standards are maintained.
- * Complete the initial interviews with the client and their family to assess the client's eligibility and need for services.
- * Educate client and their family about available community resources and work to connect them to local services.
- * Provide relevant educational materials and social support.
- * Assist clients and their families in utilizing resources, including ordering and delivering goods and medications, and encouraging participation with local health departments.
- * Providing aid needed for qualified clients to remain in their homes during COVID-19 quarantine periods.
- * Act as a liaison between programs, providing services to the client to ensure the smooth flow of information and minimize conflict between the subsystems.
- * Establish and maintain credibility and good public relations with significant formal and informal resource systems to mobilize resources for current and future customers.
- * Secure and maintain the respect and support of those in positions of authority so their influence can be enlisted on behalf of the customer and used, when necessary, to encourage other individuals and agencies to participate in the coordination effort.
- * Complete the necessary paperwork to maintain documentation of client progress and adherence to the plan by all concerned.
- * Participate in community meetings with other agencies and organizations regarding the needs of the community.

Performs other duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES:

- * Knowledge of management systems and procedures.
- * Knowledge of federal, state and local policies, procedures and regulations applicable to area of assignment.
- * Knowledge of chemical dependency and mental health issues
- * Knowledge of the criminal justice system.
- * Maintain accurate client records including documentation of all contacts, services provided and outcomes.
- * Ability to treat sensitive information and material with the appropriate level of confidentiality.
- * Knowledge of crisis intervention and counseling principles and practices.
- * Ability to comprehend complex documents and concepts.
- * Ability to understand and apply federal, state and local policies, procedures and regulations applicable to the area of assignment.
- * Capable of analyzing and evaluating client needs and development and implementation of corrective action(s) to resolve issues.
- * Ability to communicate effectively, both orally and in writing.
- * Ability to operate computer and relevant applications.
- * Ability to access and egress non-ADA facilities and homes.
- * Ability to establish and maintain effective working relationships with agency staff, gatekeepers, and general public.
- * Knowledge of policies, regulations and procedures that guide the services provided.
- * Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- * Ability to communicate effectively both orally and in writing with staff, residents and the general public using tact, courtesy and good judgment.
- * Ability to establish and maintain effective working relationships.
- * Ability to assess client needs and make appropriate referrals.
- * Ability to understand and follow policies, procedures, and common-sense approaches when making work decisions and providing information to others.
- * Ability to organize and prioritize work independently with a minimum of supervision.
- * Ability to efficiently operate standard office equipment such as a computer, copier and multi-line phone system. Proficient in Microsoft Word and Microsoft Excel.
- * Ability to operate a phone using a clear well-modulated voice and good diction.

REQUIRED EDUCATION OR EXPERIENCE:

High school diploma or GED

REQUIRED CERTIFICATIONS AND LICENSES:

- * Acceptable completion of a criminal history background check
- * Acceptable completion of Community Health Worker's Certification program within 90 days of employment.

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- * Acceptable completion of training on the Pathways Model of Care Coordination within the first 90 days of employment
- * Valid driver's license in state of residence
- * Auto insurance in the amount required by the State of Washington
- * Access to reliable transportation

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- * While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone, and keyboard reach.
- * Specific vision abilities required by this job include close vision requirements due to computer work.
- * Light to moderate lifting is required.
- * Ability to uphold the stress of traveling.
- * Regular, predictable attendance is required.

The work environment characteristics described are what is encountered while performing the essential functions of this job.

- * Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
- * Ability to work in a confined area.
- * Ability to sit at a computer terminal for an extended period.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- * **Denotes Essential Functions**