

Job Title: HD CHW Program Community Health Worker (CHW)

Job Summary: The CHW under the HD CHW Program will work directly with the target population and the Consortium to eliminate or reduce barriers to health care services and to improve health outcomes in the community by supporting enrolled patients as they navigate the health care system, providing custom case-management plans to improve patients' attitudes, knowledge, and beliefs about their health and the health care system, and providing follow-up care or education per primary care provider request.

Job Qualifications:

1. A minimum of high school diploma or equivalent.
2. Have knowledge and understanding of the problems, needs, attitudes and behavior patterns of the community served
3. Able to interpret community needs and cultural patterns, strong human relation skills.
4. Ability to effectively communicate (read, write and speak)
5. Ability to understand and accurately complete required reports and documentation
6. Exercise good judgment, tact and diplomacy when interacting with clients, health care professionals, community members and co-workers
7. Have effective communication skills
8. Able to analyze problems, formulate solutions and put them into effect with good judgment
9. Flexible and willing to work evenings and weekends, based on patient availability
10. Level 2 fingerprinting and Background check
11. Have own transportation, a valid Florida Driver's License and insurance
12. Bi-lingual a plus

Essential Duties:

1. Schedule and conduct CHW visits with patients
2. Utilize Initial Assessment to create customized case management plans; including providing referrals to clinical or non-clinical services and offering appropriate CHW-supported education opportunities
3. Complete Patient Follow-up, including administering surveys per program protocol.
4. Provide follow up case management notes/progress reports to primary care providers.
5. Provide support to patients navigating the health care system.
6. Provide warm hand-off referrals, as possible, for patients' assessed clinical and non-clinical needs.
7. Participate in bi-weekly staff meetings.
8. Issue surveys to participants and review results of surveys per program protocol.
9. Help clients set short- and long-term goals and assess personal barriers to health.
10. Provide clients with culturally and linguistically relevant education.
11. Collect and maintain records and documents for reporting purposes and record all activities based on the program protocol.
12. Complete and submit activity reports and client logs, and participate in any other data/evaluation per various grant requirements
13. Assist with Outreach efforts, as needed
14. Follow established policies and procedures, protocols and all related regulations including HIPPA
15. Complete other related duties as assigned by supervisor.