



Bond Community Health Center, Inc.

JOB DESCRIPTION

POSITION: Community Health Worker
DEPARTMENT: Outreach / Primary Care
REPORTS TO: Chief Medical Officer, Outreach & Community Relations Coordinator
COORDINATES WITH: Outreach & Community Relations Coordinator, PCMH Teams, Quality Outcome/Utilization Manager, Director of Medical Informatics

The Community Health Worker (CHW) will primarily be working out in the community with specific target populations. The CHW will work closely with the medical providers, PCMH teams, and other agencies to improve patient care and outcomes. The CHW will also assist in the development, preparation, and distribution of health education materials, with particular focus on the individuals with uncontrolled hypertension; represent Bond Community Health Center (BCHC) and participate in community activities; inform and encourage community residents to access services at BCHC.

RESPONSIBILITIES:

1. Help patients develop health management plans and goals.
2. Educate and assist patients with installing, using, & connecting BP machine with BCHC provider.
3. Educate and assist patients with accessing telehealth appointments.
4. Assist patient with access & usage of BCHC patient portal.
5. Provide patients with access to HTN education, assist with maintaining health data logs, program tracking, & etc.
6. Follow-up with health management/care plans with both patients and providers.
7. Coach patients in effective management of their chronic health conditions and self-care.
8. Assist patients in understanding care plans and instructions.
9. Document activities, service plans, and results in an effective manner while strictly adhering to BCHC's policies and procedures.
10. Help clients utilize available resources, including scheduling patients, and assisting with completion of applications for programs for which they may be eligible.
11. Assist clients in accessing health related services, including but not limited to, obtaining a medical home, providing instruction on appropriate use of medical home, overcoming barriers to obtaining necessary medical care and other social services.
12. Facilitate communication and coordinate services between providers—patient portal, electronics, telehealth, etc.
13. Motivate patients to be active and engaged participants with their health.
14. Effectively work with people (staff, clients, providers, agencies, etc.) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions.
15. Participate in Centers' activities; attend community and citywide meetings, health fairs, workshops, tabling presentations, and screenings, as assigned.
16. Conduct and attend some evening and weekend outreach activities, as assigned.

- 17. Ensure client/patient information is maintained in accordance with agency protocols and standards.
- 18. Prepare, maintain, and submit monthly log of assigned activities including dates, sites, & materials distributed.
- 19. Other duties as assigned.

REQUIREMENTS:

- High School Diploma or G.E.D. required. Some college preferred.
- Minimum of 3 years’ experience in community outreach or health/social services.
- Knowledge of computer operating systems.
- *Bilingual / bicultural are encouraged to apply.*

PHYSICAL DEMANDS:

- Those inherent to working in the community must be in good health, able to do a lot of walking and talking.

SUPERVISION RECEIVED:

- CMO, CEO, and Outreach & Community Relations Coordinator

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

- Responsible for holding all matters relating to patient care and activity confidential. Breach will lead to disciplinary action up to and including immediate dismissal.

EFFECTS OF ERRORS:

- Errors could expose the Center to fines, legal liability and possible embarrassment.

HOURS OF WORK:

- 40 hours per week and as needed, including late evenings and weekends.

SALARY RANGE: \$35,000.00 + Benefits; This position is grant funded and may terminate at end of grant cycle in 2023.

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____