

# Community Health Worker, Sr.

<b>JOB DESCRIPTION AND PERFORMANCE STANDARDS</b>	
Job title: Community Health Worker, Sr.	
Department: Health Care Homes and Interpreter Services Department	Date Last Revised: 12/21/2011
Job Code: 000059	Exempt / Nonexempt: Non-Exempt
<b>MISSION AND VISION STATEMENT</b>	
<p><b>Mission:</b> We are here: to provide the best possible care to every patient we serve today; to search for new ways to improve the care we will provide tomorrow; to educate health care providers for the future; and to ensure access to healthcare for all.</p> <p><b>Vision:</b> We are committed to being: the best place to receive care; the best place to give care; and the best place to work and learn.</p>	
<b>BASIC PURPOSE OF THE JOB</b>	
<p>The Community Health Worker will be responsible for assisting patients with a variety of care coordination activities. Activities will vary based on patient need, but basic functions will include helping patients to navigate the healthcare system, understand and be connected to HCMC and community resources and help to eliminate barriers to care.</p>	
<b>JOB FUNCTIONS</b>	
<p><i>Job functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Job functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.</i></p>	
<ol style="list-style-type: none"> <li>1. Communicates with patients, families and providers to keep the entire team focused on meeting patient-centered care goals.</li> <li>2. Encourages and supports patients to make concrete steps toward promoting their health and managing their chronic illnesses (e.g., diabetes, asthma, vascular disease, etc.).</li> <li>3. Offers appropriate suggestions and insights to providers for bridging barriers to goal achievement.</li> <li>4. Communicates with a specified number of patients on a scheduled basis both in person (clinic or community) and via phone.</li> <li>5. Actively participates in regularly scheduled patient advisory committee meetings.</li> <li>6. Works within his/her scope of work by referring patients to appropriate clinic resources as necessary (e.g., nursing, social services, financial services, front desk).</li> <li>7. Utilizes Epic or electronic health tools to inform providers of patient contract goal progress.</li> <li>8. Meets care coordination requirements as outlined by the Minnesota Department of Health, if working</li> </ol>	

in an ambulatory clinic that is seeking or achieved health care home certification.

## **ORGANIZATIONAL SUCCESS FACTORS**

Following are the organizational success factors for all employees in the organization.

### **Integrity:**

- Exhibits accountability.
- Demonstrates ethics and trustworthiness.

### **Respect, Courtesy, Compassion:**

- Delivers customer service
- Embraces differences

### **Stewardship:**

- Uses resources wisely

### **Collaboration:**

- Communicates clearly
- Builds and strengthens relationships

### **Learning:**

- Champions change
- Seeks continuous growth

## **EMERGENCY PREPAREDNESS COMPETENCIES**

There are four competencies defined by the role and function of healthcare personnel during an emergency response.

Demonstrates knowledge and proficiency relative to the employees role(s) defined in the HCMC Emergency Preparedness Management Plan and individual Department Response Plans:

- Understands the role(s) for their job class and function
- Identify location and demonstrate the correct use of equipment
- Demonstrates effective communication during a hazardous event/exercise
- Demonstrates the ability for priority setting, problem solving and flexible thinking to unusual challenges

## **POPULATION-SPECIFIC COMPETENCIES**

*HCMC varies in patient population-specifics, so all staff need to demonstrate the knowledge, skills and behavior essential for providing care to these specific populations. These populations could be defined by age (for example: neonatal, pediatric, adolescent or geriatric), by gender, or by a particular disease or condition (for example, oncology, cardiac or renal).*

### **Providing Population-Specific Care:**

- Demonstrates the ability to provide population-specific care, treatment and/or service appropriate to the position.

## **INFECTION CONTROL**

To support the organizations efforts of preventing the spread of infection among patients, personnel and visitors; staff will demonstrate proper technique and appropriate occasions for hand hygiene.

## **SAFETY**

All HCMC staff share responsibility for utilizing safe work practices in order to maintain a safe work place. Each employee is responsible for understanding the potential hazards of his/ her job and will demonstrate proficiency in the use of identified controls. Identified hazards for this specific job are: A) Common Hazards

## **STANDARDS OF EMPLOYMENT**

ALL EMPLOYEES MUST MEET THE FOLLOWING STANDARDS:

- Attend all mandatory education programs and demonstrate proficiency related to general safety and regulatory compliance.
- Attend all department-specific training, and demonstrate proficiency related to safety and job-related hazards.
- Understand and follow hospital procedures for exposure control / blood borne and airborne pathogens.
- Attire is neat, clean, and appropriate for the work environment.
- Wear proper identification while on duty.
- Maintain confidentiality of all hospital and patient information at all times.
- Report to work on time and maintain defined standards for attendance.
- Attend a minimum of 2 staff meetings, and read all minutes of meetings not attended.

## **EMPLOYMENT REQUIREMENTS**

<b>Minimum Education/Work Experience</b>	Completion of two years of college, preferably in the Behavioral Sciences  Or completion of either an 11 or 14 credit certification program at an approved college or technical school  Or an approved equivalent combination of education and experience.
<b>Knowledge/ Skills/Abilities</b>	<ul style="list-style-type: none"><li>• Demonstrates strong verbal, written and interpersonal communication skills.</li><li>• Excellent organization, communication, customer service and computer skills.</li><li>• Ability to analyze clinical and psycho-social aspects of patient care needs and integrate into individual care plans</li></ul>
<b>Preferred Qualifications</b>	<ul style="list-style-type: none"><li>• Minimum of three years of ambulatory care experience</li><li>• Experience in community outreach</li><li>• Working knowledge of various integrated systems of care in the community.</li></ul>
<b>License/Certifications</b>	For positions in Health Care Homes, certification as a Community Health Worker is required within 18 months of hire to ensure compliance with Medicaid for reimbursement of services uniquely performed by the Community Health Worker.  For positions in Interpreter Services, certification is preferred but not required.

**WORK ENVIRONMENT** Required for OSHA and ADA purposes.

The worksheet in this section identifies the physical and sensory demands required of the employee to perform the *essential functions* of the job. It also identifies the work environment conditions associated with the job.

FUNCTIONAL DEMANDS <i>(Circle appropriate level)</i>					
Physical Demand Level		Position Requires Ability To			
SEDENTARY (Endurance—very light energy level)		Lift 10 Lbs. box overhead Lift and carry 15 Lbs. Push/pull 20 Lbs. cart			
LIGHT (Endurance—moderate energy level)		Lift and carry 25-35 Lbs. Push/pull items 50-100 Lbs. (i.e. Empty bed/stretcher)			
MEDIUM (Endurance—high energy level)		Lift and carry 40-50 Lbs. Push/pull +/- 150-200 Lbs. (Patient on bed/stretcher) Lateral transfer of 150-200 Lbs. (i.e. Patient)			
HEAVY (Endurance—very high energy level)		Lift over 50 Lbs. Carry 80 Lbs. a distance of 30 feet Push and pull > 200 Lbs. (i.e. Patient on bed/stretcher) Lateral transfer or a max assist sit to stand transfer			
PHYSICAL ACTIVITY REQUIREMENTS (Check appropriate response)					
Activity	Activity Level Throughout Workday				
	Occasional 0-33% of day	Frequent 34-66%	Continuous 67- 100%	Not Applicable	
Sitting			✓		
Standing	✓				
Walking	✓				
Climbing (i.e. Stairs or ladders)	✓				
Lifting—Floor to waist level	15	Lbs.		Lbs.	Lbs.
Lifting—Waist level and above	10	Lbs.		Lbs.	Lbs.
Carry Objects	✓				
Push/Pull	✓				
Twisting	✓				
Bending	✓				
Reaching forward				✓	
Reaching overhead				✓	
Squat/Kneel/Crawl	✓				

Wrist position deviations			✓	
Pinching/Fine motor activities		✓		
Keyboard Use/Repetitive Motion			✓	
<b>SENSORY REQUIREMENTS</b> <i>(Circle appropriate response)</i>				
Near Vision	Accurate 20/40	<b>Very accurate</b> <b>20/20</b>	Not Applicable	
Far Vision	<b>Accurate</b> <b>20/40</b>	Very accurate 20/20	N/A	
Color Discrimination	Yes	<b>No</b>	N/A	
Depth Perception	Minimal	Moderate	Accurate	N/A
Hearing	Minimal	Moderate	Accurate	N/A
<b>ENVIRONMENTAL CONDITIONS</b> <i>(Check appropriate response)</i>				
<i>Occupational Exposure Risk Potential</i>	Reasonably Anticipated		Not Anticipated	
Bloodborne Pathogens			✓	
Chemical			✓	
Airborne Communicable Disease	✓			
Extreme Temperatures			✓	
Radiation			✓	
Uneven Surfaces or Elevations			✓	
Extreme Noise Levels			✓	
Dust/Particulate Matter	✓			
Other (List)				
Usual workday hours: ✓ 8 ___ 12 ___ 16 ___ Other (Check appropriate response)				