



Community Health Worker Job Description

Position: Community Health Worker	Status: Non-Exempt
Reports to: Clinical Manager	Indirect Manager: Program Manager
Revised: May 2014	

EOE Statement

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, creed, color, religion, gender (including pregnancy), national origin, nationality, ancestry, age, familial status, marital/civil union status, domestic partnership status, affectional or sexual orientation, gender identity and expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, disability status (mental or physical, including perceived disability, and AIDS and HIV status), protected veteran status or any other characteristic protected by law.

Position Summary

The Community Health Worker provides support for the Camden Coalition of Healthcare Provider's (CCHP) Care Management Initiatives, a nationally recognized clinical intervention and research project seeking to improve health outcomes for complex, vulnerable patients through intensive care management and care coordination activities.

The Community Health Worker will provide care coordination services to address health needs of patients enrolled in our intervention. Together with nurses, social workers, community health workers, and AmeriCorps volunteers, the community health worker will assist in care plan execution, develop care management strategies for enrolled patients and provide linkages for the various health and social needs of patients. The team works in the field in a variety of Camden settings, including patient homes, medical day centers, homeless shelters and the ED/inpatient floors of each city hospital.

Essential Functions

1. Work under the direction of the clinical manager and program manager; determine plan for care management; coordinate care plan and complete tasks as necessary to complete medical care plan goals
 - a) Tasks may include, but are not limited to:
 - i) Language/medical translation
 - ii) Scheduling medical appointments and transportation



- iii) Reminder/confirmation phone calls
- iv) Collecting vitals
- v) Disease management including symptom tracking and reporting, health education/prevention and maintenance of patient's supplies and durable medical goods
- vi) Accompany patients to appointments as needed
- vii) Referrals to any additional services (e.g. DSME, nutritional support)
2. Motivate patients to meet their health goals
3. Act as peer support for enrolled patients which includes advocacy as patients navigate the medical system and relationship building with individuals and their families
4. Coordinate with clinical manager and LPN to report on patient progress and confer if intervention needs to be modified or discontinued
5. Engage patients across care settings such as the transition from hospital to home
6. Assist in taking patient notes during visits; assist nurse practitioner in taking health histories, recording vitals, checking blood glucose levels and other clinical duties as directed
7. Play a consistent and active role in identifying program inefficiencies and finding collaborative solutions to problems
8. Perform administrative tasks required for the program; patient scheduling, recording progress notes in patient charts, etc
9. Participate in interdisciplinary case conferences/team meetings
10. The above are guidelines for the position but are not necessarily a delineation of all the actions/duties necessary to the job

Non-Essential Functions

1. Attend relevant training as necessary to maintain professional certification and/or knowledge
2. Adheres to CCHP's guidelines and ensures the appropriate handling of sensitive information
3. May work non-traditional hours based on operational needs and to meet the needs of the community
4. Completes special projects specific to the function of the department or as needed for the department as directed by the Chief Operating Officer
5. Other duties as assigned within the scope of position expectations

Knowledge, Skills, and Abilities

1. Requires the ability to travel to multiple office locations; valid driver's license and automobile that is insured
2. Spanish language ability preferred
3. Demonstrates ability to carefully set priorities, meet deadlines, and schedule time efficiently



4. Ability to accurately type and effectively operate a computer and use a variety of common software programs including Microsoft Office
5. Ability to follow-up and follow-through with strong attention to detail
6. Ability to work well and maintain professionalism under occasional times of stress and pressure
7. Demonstrates ability to follow oral and written instructions
8. Demonstrates ability to work with other people through a cooperative effort.
9. Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community

Experience, Education, and Licensure

Experience: : 1-2 years' providing clinical, social service or case management experience required; Current or former resident of Camden preferred; experience in community/outpatient setting preferred

Education: High School Diploma or equivalent required; medical assistant program certification preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk and sit in an office environment
2. May be required to drive personal vehicle
3. There will be occasional lifting up to 15-20lbs

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate
2. Although work is primarily indoors, you may be required to travel outside to business community locations



Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have read and acknowledge the receipt of this job description.

Employee Signature

Date