

**JOB TITLE:** Community Health Worker

**DEPARTMENT:** Outreach – Care Connect Washington

Revised Date: January 2022

**FLSA STATUS:** Non-Exempt/Hourly

**REPORT TO:** Program Manager, Outreach Coordinator

**PRIMARY ACCOUNTABILITY:**

As a member of the Outreach Team, the Community Health Worker provides basic health information from a standard curriculum and assists patients with linkages to health, social and other needed services; assists with outreach events and community networking activities as directed by the Outreach Coordinator and/or Program Manager.

**PRIMARY DUTIES AND RESPONSIBILITIES**

1. Assists patients with accessing community resources
  - a. Develops and maintains effective working relationships on behalf of FHC with local resources including social service agencies, housing, schools, and other community partners.
  - b. Refers patients to community resources and to FHC/Advance’s full range of health and social services.
  - c. Has working knowledge of all insurance plans with which FHC is contracted and with other insurance plans that are available in the area; refers patients to FHC’s Enrollment department.
  - d. Has working knowledge of Advance’s social services and coordinates access to these services with community members who meet eligibility criteria.
2. Provides health education to patients via outreach activities.
  - a. Assists and/or coordinates outreach events.
  - b. Provides activity support to the Outreach Coordinator and/or Program Manager
  - c. Attends outreach events and provides health education in various settings (i.e. schools, orchards, community settings, phone and video calling).
  - d. Establishes community and patient contacts through outreach activities.
3. Participates in training seminars and/or webinars including health education for lay leaders.
4. Attendance
  - a. Ensures attendance and hours worked are accurately recorded in our computerized timekeeping system.
  - b. Properly manages paid vacation and sick leave.
  - c. Responsible for regular, predictable attendance and to work hours as scheduled, which will include occasional evenings and a rotating weekend schedule.

**GENERAL DEVELOPMENT**

1. Requires more advanced organizational skills, in order to organize projects, the work of others and coordinate services with community members.
2. Job duties require the ability to work independently and as part of a team.
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others.
4. Employees are able to effectively select from alternatives to situations encountered on the job.
5. Work requires consideration of the way the work affects other employees outside the department or functional area.
6. Duties require the compilation of information.

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

Possesses an intermediate level of written and verbal communications skills in English, has computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.

### **TECHNICAL SKILLS**

1. Must have experience or ability to understand working with underserved, transient, low-income populations and those affected by poverty and other social issues.
2. Must have experience or ability to learn popular education methods and other strategies to effectively provide health education to varied community populations.
3. Ability to prepare basic correspondence and simple reports using computer.
4. Ability to create, send and manage email.
5. Ability to use computer to create tables and simple displays of information.

### **COMMUNICATION SKILLS**

- 1) Employee is required to effectively communicate using FHC and Advance's core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
  - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers.
- 3) Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others.
- 4) Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements.
- 5) Job duties require the employee to effectively communicate complex and/or technical information to co-workers and others.
- 6) Job duties require the effective communication of information during informal and formal verbal presentations.
- 7) Duties involve convincing others to take actions, or to behave in a specific way desired by the employee.

### **WORK ENVIRONMENT**

Work is performed in an office environment. More specifically, some of this work may occur within a medical clinic, a call center, and at various community locations such as worksites and community events.

### **Additional Job Requirements**

Must have reliable transportation and provide documentation of auto insurance and valid driver's license as required.

**TYPICAL PHYSICAL DEMANDS**

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing				x	
Walking				x	
Climbing		x			
Sitting					x
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.			x		
Lift/Carry up to 30 lbs.			x		
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion	x				
Push/Pull up to 50 lbs. of exertion	x				
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level		x			
Reach further than arm's length		x			
Fingering					x
Grasping / Holding					x
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures				x	
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment				x	
Work at heights balancing	x				

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signature below acknowledges that I have received a copy of my job description.**

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness Signature*

\_\_\_\_\_  
*Date*