

TRI-COUNTY HEALTH NETWORK



Position: Community Health Worker (CHW)

Direct Supervision: Care Transformation Manager

Status: Exempt, Part-Time

To Apply: Submit Cover Letter & Resume to info@tchnetwork.org

JOB SUMMARY:

Under the general direction of the Care Transformation Manager, this position is responsible for cultural mediation between communities and healthcare systems, educating the public in appropriate health information, collaborating with healthcare providers, and ensuring people are connected to available community services. CHWs also conduct diabetes and cardiovascular risk screenings and retests as part of the Colorado Heart Healthy Solutions program (CHHS) at a variety of community locations.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as assigned.

1. Act as the liaison between health, social services, and community services while providing essential grant related clinical prevention services.
2. Promote and build individual and community relationships through: outreach, community education, informal counseling, social support, and advocacy.
3. Conduct cardiovascular risk screening/retest includes a blood pressure check, finger-stick cholesterol and glucose test, personal medical history, basic demographic information, and completion of a computerized cardiovascular disease risk assessment.
4. Act as an extension of the Network clinics providing basic point of service counseling on medical and lifestyle recommendations (exercise program, dietary counseling, social service programs, etc.) with prompted messages provided by the Outreach, Screening and Referral (OSCAR) system for preventive services for the reduction of cardiovascular disease risk factors, as requested.
5. Utilize OSCAR and Essette, TCHNetwork's member tracking system, to enter data, generate health recommendations, and track client interactions.
6. Provide referrals for medical care or lifestyle changes for those considered "at-risk" for cardiac disease development through screening results.

7. Conduct ongoing case management with those considered “at-risk” on a regular basis (in-person, by telephone, or email) using Motivational Interviewing techniques to encourage behavior change.
8. Promote health equity and improve access to services by assisting in locating local medical providers and lifestyle programs that will work with “at-risk” clients for little or no charge for services.
9. Meet screening, follow-up and retest goals set by program staff.
10. Participate in required trainings, conference calls, and meetings as directed.
11. Conduct required group trainings and additional screenings, as requested, to provide education and services to the community-at-large.
12. Other duties as required to ensure the success of the program and Network.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. Applicants must have:
 - A high school diploma and 2-4 years experience in healthcare, leading groups, or volunteerism in the community;

OR

 - A college degree, from a four year accredited university, and 2-4 years experience leading groups or volunteerism in the community.
2. Must provide 3 references regarding volunteer experience

SKILLS AND QUALIFICATIONS:

1. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence).
2. Must have aptitude for computers and working with various software and be proficient in MS Word, MS Excel.
3. Good knowledge of the surrounding community; program policies; and some knowledge of health care systems.
4. Knowledge of and skill in obtaining a health history and performing screenings sufficient enough to determine if there is any deviation from normal, based on training and where applicable.
5. Ability to record accurately services rendered and to interpret and explain records, reports, and medical instructions.

6. Willingness to work flexible hours (some nights/weekends).
7. Valid driver's license with reliable transportation and ability to occasionally travel to Denver, as applicable.
8. Must meet physical requirements: While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear. The employee is required to use hands to finger, handle or feel objects, tools or controls and to reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds.

PREFERRED CHW QUALIFICATIONS:

1. Bilingual (Spanish/English)
2. Resident of the community for the past 2 years.
3. Knowledge and experience working in/with clinical or social service agencies in rural communities.
4. Background in providing preventive chronic disease services and health education.
5. Experience working with disadvantaged populations.

PERSONAL ATTRIBUTES:

1. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances. Trusted member of the community and ability to make new and lasting connections.
2. Ability to maintain client/patient confidentiality
3. Ability to work in a fast-paced environment, and is able to creatively tailor educational and prevention messaging to a variety of populations.
4. Strong work ethic, self-motivated, and collaborative style
5. Change agent demeanor; must be a flexible thinker, with an ability to quickly adapt to a changing environment
6. Ability to exercise forethought; to look ahead and anticipate events
7. Excellent critical thinking and consultative problem solving skills