



**POSITION:** Community Health Worker

**EMPLOYER:** GBUAHN

**REPORTS TO:** Director of Marketing and Outreach **CLASSIFICATION:** Non-Exempt

### Position Summary

The goals and outcomes of this position contribute to GBUAHN mission of providing a collaborative and comprehensive approach to healthcare, training and research.

Primarily work in the community with specific target population's in order to educate, enroll, and manage health home members. CHW works closely with medical providers, the care coordination teams, and other agencies to improve patient care and outcomes.

### Our Core Values

At GBUAHN, we are only able to exceed our internal customers as well as our patients' expectations if we hold ourselves to the highest standards expressed in our Core Values. These are not just words, but the true spirit of our work environment and our patients' experience with us.

*Caring:* Create a welcoming environment; appreciate the differences in others; be compassionate and flexible.

*Expertise:* Be the best in what you do; share your knowledge; promote ongoing learning.

*Dedicated:* Be professional and dependable; look for ways to improve efficiency; take initiative.

*Unified:* Exchange information openly; build connections across the organization; cooperate with others.

### Competencies & Experiences

Team members in this position must demonstrate a mastery of the following knowledge, skills and abilities.

#### **Skills & Competencies: What Does It Take To Succeed?**

Action Orientation, Adherence to policy, Analytical Thinking, Customer Service Orientation, Decision Making Skills, Diplomacy, Diversity, Flexibility, Follow Through, Informing Others, Listening skills, Optimism, Quality Orientation, Reliability and Consistency, Safety Orientation, Written Communication, and teamwork and cooperation.

#### **Experiences: What Accomplishments are Important?**

Any 3 years health/social services experience and/or education  
Verifiable good driving record and reliable transportation  
Bilingual/bicultural (Spanish) encouraged to apply

### Key Activities

Essential functions that will lead to the achievement of the goals of this position.

Convey the purposes and services of a program to the user population and the impact that program or service would have

Assist in recruitment and retention of GBUAHN HH member

Assist care team to help patients develop health management plans and goals

Assist care team in coaching patients on problem solving, effective management of their chronic health conditions and self-care

Assist patient in understanding care plans and instructions

Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place

<p>Assist patients in system navigation i.e. hospitals, physician offices and other health entities</p> <p>Assist patients in translation and interpretation services</p> <p>Assist patients in preparation and dissemination of materials related to their care</p> <p>Establish positive, supportive relationships with participants and provide feedback</p> <p>Coordinate referrals and follow ups from physician/provider offices to care teams</p> <p>Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible</p> <p>Act as the facilitator between providers (members PCP and others) and care coordination team (health navigator and care coordinators)</p> <p>Motivate patients to be active, engaged participants in their health</p> <p>Build and maintain positive working relationships with the clients, care teams and all providers</p> <p>Identify and apply appropriate role definition and skilled boundaries</p>
<p><b>Teamwork and Behavior</b></p> <p>Applies and actively shares knowledge, expertise and best practices with team.</p> <p>Behavior supports the Mission, Core Values and objectives of the organization.</p> <p>Displays flexibility and openness in daily work and encourages others to stay open to change and improvement.</p> <p>Accepts and readily adapts to changing priorities, new ideas, strategies, procedures, and methods.</p> <p>Demonstrates and promotes respect toward coworkers and adapts behaviors to work effectively with varying people and situations.</p>
<p><b>Decision Making and Judgment:</b></p> <p>Accumulates all relevant information prior to making job-related decisions.</p> <p>Presents well-considered alternatives when making recommendations.</p> <p>Makes decisions in a timely manner.</p>
<p><b>Continuing Program Improvement and Patient Satisfaction</b></p> <p>Represents GBUAHN and its subcontractors by displaying a respectful and caring manner with members and their families.</p> <p>Addresses all member concerns in a timely and efficient manner and reports any complaints to Care Coordinator for resolution.</p>
<p><b>Compliance:</b></p> <p>Complies with quality assurance, OSHA, HIPAA, patient centered medical home focus, infection control, safety and other policies set forth.</p>
<p>Maintains competence through continuing education and in-service training</p>
<p>Attendance and being on time, ready to work your scheduled hours is an essential job requirement.</p>
<p>Other duties as assigned</p>

This description does not imply that these are the only duties to be performed by this employee. He or she will be required to follow any instructions and to perform other duties requested by a supervisor.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_