**CENTER FOR FAMILY SERVICES**

**Community Health Worker**

**Title:** Community Health Worker

**Reports to**: CHW Supervisor

**Purpose:** A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality of life and help build sustainability for those we serve.

**RESPONSIBILITIES:**

* Work in close cooperation with social service agencies, shelters, Crawford County Human Services and other community resources in planning to meet the needs of Participant.
* Meets with Participants to assess needs, including; helping Participants to set Social Determinant of Health domains; determine CHW support; coordinate/monitor plan; and complete tasks as necessary to complete Social Determinants of Health domains within timely deadlines.
* Link / refer Participants with services to relieve underlying Social Determinant of Health Needs.
* Assists Participants in accessing Social Determinate of Health resources via navigation, referrals, appointments, and completion of applications.
* Establish relationships with community resources and be familiar with linkage / referral processes.
* Works in a team approach in partnership with Participants, providers and other team members to promote timely access to care, continuity of care, and enhancement of Participants experience and their assessment of overall health.

**RESPONSIBILITIES:**

* Manage continuous communications. Promote clear communication amongst the team and providers.
* Advocates for and empowers Participants.
* Mediates and defuses problems, is proactive in prevention of escalation of situations.
* Maintains documentation/records to include progress notes, releases of information, assessments, screenings, referrals and other documentation of record. Document activities, plans, and follow-up in an effective manner.
* Document outcomes and complete reports as needed or requested.
* Completes necessary filing and maintenance of records.
* Maintains a confidential work area and assures that each referral is treated equally, receiving individualized and confidential meetings with instructors/case manager/staff.
* Follows HIPAA guidelines including but not limited to talking with Participants in a private closed-door location; ensures paperwork/materials with personal identifiers are secured at all times, and ensures participant signature of appropriate releases and agreements as needed.
* Travels frequently and makes home visits and community visits as necessary.
* Attend Staff meetings, team meetings, trainings/conferences, and others as required.
* Complete follow-up with Participants to assess satisfaction and benefits from the service / support provided**.**
* Met deadlines required of program.

**KNOWLEDGE / SKILLS**

* Ability to be organized, meet deadlines, proactive in follow-up and follow-through, and to juggle multiple competing tasks.
* Possess Excellent communication skills.
* Knowledge of computer software applications (Microsoft Office Applications, others)
* Knowledge of grammar, spelling, and punctuation as it relates to correspondence necessary to perform essential job functions.
* Ability to critically think which means the ability to think clearly and rationally about what to do or what to believe; understand

**KNOWLEDGE / SKILLS**

* Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
* Must possess effective communication and interpersonal skills.
* Must possess initiative and problem-solving skills.
* Must possess ability to function independently, have flexibility and the ability to work effectively with Participants, co-workers and others.
* Must possess ability to maintain confidentiality in regard to Participant information and records.
* Must possess the ability to make independent decisions when circumstances warrant such action.
* Must possess the technical knowledge of operating personal computers and other office equipment.
* Must possess a valid Pennsylvania Driver’s License and daily access to reliable transportation. Travel will be throughout the county to complete assessments, monitor conditions, and provide interventions in Participants homes within the county.
* Must understand and comply with all mandatory reporting requirements of CYS.
* Must possess the principles and practices used in social service work, and the ability to apply those principles and practices within the scope of the position.
* Must possess knowledge of social, economic and health problems and resources and be able to interact effectively with said resources on the participant’s behalf.
* Must possess the ability to conduct thorough, complete screenings using prescribed instruments.
* Must possess ability to plan and organize work and prepare adequate records and reports.
* Must possess ability to practice organizational and stress management skills and to practice use of good judgment.
* Must possess the ability to deliver and evaluate appropriate services to Participants and to monitor the effectiveness of such services.
* Must possess some technical knowledge of operating personal computers and related software, or ability to learn and operate with reasonable accuracy and speed.
* Must possess ability to interpret regulations, policies and procedures, and apply them accordingly.
* Must possess the ability to work with persons who have physical, mental, or emotional disabilities, who are economically disadvantaged and may be involved in the court system, and advocate on their behalf.
* Must be able to interact effectively with internal agency staff, state department staff, counselors, provider agencies, attorneys, and court.
* Must possess ability to make accurate observations and documentation of same in regard to Participants’ needs and determinate needs.
* Must possess ability to provide structured and unstructured life skills instructions and guidance to Participants as needed.
* Ability to operate office equipment effectively
* Ability and willingness to provide emotional support, encouragement and motivation to Participants.
* Ability to work in, and respond appropriately to a demanding environment including crisis situations.
* Ability to articulate and advocate Center For Family Services mission and values

**WORKING CONDITIONS**

* Works indoors with adequate workspace, lighting, temperatures, and ventilation.
* Works with average indoor exposure to noise, but subject to frequent disruptions and stress.
* Normal indoor exposure to dust/dirt.
* Works in conditions of potential outbursts or disruptive behavior of Participants.
* Travels frequently during all seasons and is exposed to outdoor elements, including snow and icy roadways.
* Works frequently outside the office and is exposed to above average dust/dirt/odors and smoke.
* Occasionally works evenings or weekends as needed.

**PHYSICAL AND MENTAL CONDITIONS**

* Must possess the ability to record, convey and present information, explain procedures and follow instructions.
* Must be able to sit and/or drive for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting and reaching as necessary to carry out essential duties of job.

**PHYSICAL AND MENTAL CONDITIONS**

* Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, torso necessary to carry out duties of job.
* Sedentary work, with occasional lifting/carrying of objects with a maximum weight of ten pounds.
* Must be able to cope with the physical and mental stress of the position.
* Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
* Must be able to pay close attention to details and concentrate on work.

**OTHER DUTIES**

* Understand and promote the organizations mission and core values.
* Other duties as assigned.

**Qualifications:**

* Must have a passion to help others.
* Bachelor’s degree or equivalent experience/education in a field of social work, casework.
* Ability to relate to people of all socioeconomic, cultural, ethnic, racial, and non-traditional family backgrounds in a respectful manner.
* Ability to work as part of a team.
* Must possess excellent written and oral communication skills.
* Proficient computer skills and knowledge of Excel.
* Must be able to pass all appropriate background checks.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THE POSITION OF **COMMUNITY HEALTH WORKER** AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

**The Center for Family Services, Inc. reserves the right to revise or change job duties as the need arises.**

**Employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_**

**Supervisor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_**