

Prevention & Wellness Trust Fund Community Health Worker (CHW) Job Description

Title: Community Health Worker (Contingent upon grant funding)

Hiring Organization Name/ Primary Assignment:

Northern Berkshire Community Coalition (37.5 hrs/wk): Filled

Volunteers in Medicine (20 hrs/wk):

Berkshire South (20 hrs/wk):

Fairview Hospital (20 hrs/wk): Filled

YMCA (Pittsfield/North Adams 32-40 hrs/wk) Filled

Community Health Programs- Pittsfield location (32 hrs/wk):

Definition/Primary function:

Work in unison with community and clinical partners to provide comprehensive and coordinated Community Health Worker interventions in accordance with the Massachusetts Board of Certification of Community Health Worker core competencies and as part of Prevention & Wellness Trust Fund (PWTF) initiatives. CHW's will be hired by one of the community or clinical based organizations.

1. Provide basic education in a individual or group sessions, screening, brief intervention and/or facilitate referrals to & from the HUB and other community-based resources in accordance with applicable PWTF protocols for the following:
 - Diabetes (including pre-diabetes)
 - Hypertension
 - Falls Prevention
 - Tobacco Use (including secondhand smoke education)
 - Healthy Weight management & Nutrition
 - Exercise
 - Depression/Stress
 - Community & Social Services

2. Conduct assessments on patients referred for Community Health Worker interventions in accordance with PWTF policies, procedures and protocols.

3. Provide health system education and advocacy to assist patients in navigating the health care system.

4. Provide assistance and support (including connecting to appropriate resources) relative to:
 - Health Insurance and Benefits
 - Interpreter Services
 - Housing
 - Transportation
 - Medicine concerns
 - Finding a physician, making and keeping appointments

5. Participate in population-based projects that enhance retention in care, self-management, treatment adherence, and compliance with accepted health care standards of care

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6. Follow-up with provider-identified patients to further assess and address psycho-social barriers that limit the patients' engagement in their care
7. Participate in assigned community based activities including community events and meetings in Berkshire County. Outreach to potential new patients and connecting them to clinical and social services.
8. May participate on community or clinical committees as a representative of the PWTF initiative when assigned by supervisor
9. Utilize the following techniques in conducting CHW interventions: self-management, motivational interviewing, teach back, and other patient engagement and retention techniques
10. Works in the community and/or clinical setting as part of the integrated health care team, as assigned.
11. Conduct home visits in accordance with CHW protocols and as assigned by supervisor.
12. Supports a work environment that is responsive and sensitive to the needs of a diverse staff and clients and communicates effectively with patients and colleagues.
13. Contributes and is an active part of a positive and professional team, supporting the mission of PWTF.
14. Documents in electronic health record or other assigned data collection tools in accordance to PWTF protocols.
15. Target and reach out to the most vulnerable populations.
16. Functions within flexible work schedule (including but not limited to days, evenings and weekends) as assigned by site and supervisor and as required by the job.
17. Participate in all scheduled departmental, team, and PWTF meetings as assigned by supervisor.
18. Participate in on-site and off-site trainings, continuing education programs and in-service trainings to meet CHW certification, funding, or regulatory requirements and to meet the needs of the community.
19. Position may be deployed to any area of the county to preform services or tasks.
20. Performs any other duties as required by the PWTF Manager, Department Director and/or designee.

II. Position Qualifications: (Minimum qualifications – will be considered required unless specifically stated otherwise)

A. Experience:

Minimum 2-years work or volunteer experience preferred in human services or healthcare with demonstrated knowledge of or ability to work with and/or within the targeted community

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B. Education and Training: (acquired through formal education, outside study, training on jobs of lesser degree, or by any combination of these. May be expressed in terms of formal educational equivalents):

High School Diploma or equivalency.

Bilingual in English and other language identified by community need and PWTF as being a language-of-need is preferred but not required.

Valid U. S. Motor Vehicle License and reliable transportation to travel to/from outreach activities, as required by site.

Demonstrated technical experience with Microsoft Word, Excel (or similar databases), and Internet Explorer.

Excellent oral and written skills.

Must have a positive attitude and be open to changing environments.

Must be outgoing and feel comfortable working in a diverse community.

Must be able to interact with others and be a team player.

C. License, Certification & Registration:

Will be required to have within first year of hire or as assigned by Supervisor: Community Health Worker Training, Basic Skills for Working with Smokers online training, NDPP, Motivational Interviewing, Medical Interpretation, Matter of Balance, Culture Diversity, Health Literacy and any other training deemed necessary. Note: All trainings will be provided as part of the grant.

D. Other Requirements:

Be a resident of the target community is preferred. Performs any other duties as required by the PWTF Manager and/or Department Director.

E. Local References:

Must provide 2-3 local references (not family) highlighting character and/or community involvement.

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III. WORKING RELATIONSHIPS:

- A. Title of direct supervisor:** Director of host agency or his/her designee

- B. Additional supervision received from:** PWTF Manager, Clinical-Community Care Coordinator, and Community Care Coordinator.

- C. Title of position (s) supervised:** N/A

- D. Contacts (external/internal):** PWTF Leadership Committee, patients, clients, key stakeholders, caregivers, community members, etc.

IV. WORKING CONDITIONS:

- A. Uniform/Dress Requirements** (Beyond those requirements outlined within BMCP 132):

Casual. No jeans, shorts, tanktops, flipflops, plunging necklines, excessive jewelry

- B. Work Environment:**

Community & Clinical