



CLASS SPECIFICATION

Class Code: 60019051
Date Established: 10/2021
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 12 months

COMMUNITY HEALTH WORKER

DEFINITION

Under general supervision, provides support services for clients to ensure access to community health care resources and services; conducts ongoing follow up with clients to promote their health and well-being; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Graduation from high school or possession of a General Education Development (G.E.D.) Certificate and two years of experience performing a variety of duties in support of a health care function, which included providing direct client services; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at time of appointment.

Community Health Worker Certification is required at time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Conduct ongoing assessments, engaged follow up and personal goal setting with clients to promote positive health outcomes.

Provide referrals to community services and various resources; act as a liaison between clients and community agencies to advocate for the client and ensure the proper services are being received.

Attend client appointments and conduct visits; establish and maintain communicative relationships with clients and their families.

Identify barriers to health care; collaborate with internal and external stakeholders to ensure the accessibility of services for clients.

Monitor client needs and progress, document client care management information in Electronic Health Record (EHR) and maintain a variety of records and files.

Work closely and collaboratively with medical providers to ensure clients have comprehensive and coordinated care plans; provide thorough reports and updates to medical providers on clients' progress.

Identify health care trends in the community, continuously work to expand knowledge on available community resources and make appropriate recommendations to clinical staff.

May also perform a variety of clerical duties including, but not limited to, data entry, record management,

answering phones, compiling data and submitting statistical reports; drafts and formats various materials for distribution to clients.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies, practices, and procedures.

Laws, statutes, codes, regulations, and standards pertaining to program area.

Local community agencies and services which provide a variety of public assistance programs.

Ability to:

Develop trusting and positive working relationships with clients; act as an advocate on their behalf when working with community agencies.

Operate department specific computer software programs.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, and other evaluation procedures.)*

Knowledge of:

Basic health care concepts and terminology.

Principles, practices, and methods used to provide client support services in a health care setting.

Modern office practices and procedures including telephone techniques, filing, scheduling appointments, preparation of correspondence, developing reports, forms and other documentation.

Ability to:

Evaluate processes and services to determine their effectiveness; develop and make appropriate recommendations.

Identify pertinent information from clients, document findings, and provide appropriate referral information.

Communicate clearly and effectively, both verbally and in writing.

Maintain confidentiality of information and ensure HIPAA compliance at all times.

Interact effectively with and interview people from diverse socioeconomic and cultural backgrounds regarding sensitive health related issues.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment and/or clinical setting. Ability to lift and move objects weighing up to 25 lbs. Ability to use various office equipment. including computer, copier, telephone, and FAX machine.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.