



Job Announcement:
Community Health Worker (CHW) / Promotorex

Grant Funded from 1/1/2023 to 12/31/2023 (with a possible extension to 8/30/2024)

POSITION TITLE: Community Health Worker – Population Health

REPORTS TO (TITLE): Community Health Program Supervisor at Alexander Valley Healthcare & La Familia Sana Executive Director

Job Summary: The Community Health Worker (CHW) works directly with patients, the health care team, and the broader community to improve health outcomes for identified at-risk populations. The CHW is an entry level position and, as part of a 18 month grant funded project, will have the opportunity to receive formal training, while employed, to complete a community health worker certificate program as well as ongoing on-the-job training and support.

A CHW is a trusted member of the community sometimes referred to as “peers with lived experience” who relate well to residents that live in challenging circumstances. With ongoing support and training, CHWs effectively empower others in the community through sharing of health information and facilitating linkages to community resources and health and social services. In addition, CHWs are poised to mobilize communities to create and sustain positive change that support ongoing health and wellness at a population level.

The CHW will work within the Alexander Valley Healthcare Clinic (AVHC) and in the community as part of the population health and clinical team. The primary role of the CHW will be to provide information, support and basic health screenings to AVHC patients.. As a member of the Health Care Team, the CHW will perform a wide variety of tasks that encourage health and wellness in low-income individuals and their families through education, prevention, and linkage to health and community resources and services as needed. The CHW will also provide home and community support to identify resources and interventions that may be helpful for maintaining a healthy home environment and community.

Duties and Responsibilities:

- Check daily referrals; meet with patients to obtain program consent and review the primary reason for the referral.
- Support patients in the Covid vaccine clinics to ensure understanding of vaccine side effects, and to assist in assessing and responding to patient and family needs to reduce potential risks of negative impacts from the pandemic.

- Assist teams in conducting social determinants of health screenings in a culturally sensitive manner such as the PRAPARE tool to identify social needs that may impact health, the PHQ9 to screen for depression, or the ACEs Screening to screen for adverse childhood events.
- Share results of screenings with the health care team.
- Provide resource information and linkage to community resources for food, shelter, or legal assistance as needed.
- Provide culturally appropriate information regarding how best to stay healthy, prevent illness and injury, or care for chronic health conditions such as diabetes or hypertension.
- Assist patients in using health related technology and applications to help them access health care through telehealth, learn about their health, or help patients monitor their own health conditions such as home blood pressure monitoring for those with hypertension.
- Assist patients in identifying their personal health goals, as well as potential problems/barriers to reaching those goals.
- Provide advocacy and/or health education resources for patient
- Assist patients in tracking progress on reaching identified health-related goals.
 - Assist patients in timely scheduling of primary care and other medical appointments to support their health. May have to attend appointments with patients. Understand and maintain good working relationships within the clinical team. Understand and maintain good working relationships with community health partners by working as a liaison with other agencies, clinic and the community.
- Document tasks to meet grant requirements which may include data entry.
- Participate in related quality assurance activities to monitor and improve patient service quality.
- Follows all AVHC policies and procedures, follows partner agency policies as applicable.
- Participate in on-going training and reviews.
- Other duties as assigned.

Minimum Qualifications

Education:

- High School diploma or GED required.
- Driver's license with clean driving record and auto insurance.
- Community Health Worker Certificate (CHW), Medical Assistant or Certified Nursing Assistant Certificate (CNA), AA, or Bachelor's degree in related fields preferred.

Experience:

- Minimum one year community health experience preferred.
- Bilingual Spanish and English (speak, read, and write) a must.
- Experience working with Agricultural workers, underserved and/or individuals who are struggling with homelessness, substance use disorder, and/or have other special needs is a plus.
- Familiarity with social service resources in Sonoma County is a plus.

Knowledge and Skills:

- Ability to prioritize projects, work relatively independently, manage multiple tasks, and meet deadlines.
 - Strong organizational skills.
 - Strong written and verbal communication skills.
 - Ability to effectively present information, responds to questions, and generally communicates clearly and respectfully with participants, coworkers, other agencies, and companies.
- Comfortable discussing sensitive health issues with patients.

- Ability to learn basic health care information and present that to patients.
- Strong interpersonal skills. Ability to work with people with a variety of backgrounds and educational levels both in person and on the phone.
- Ability to work independently and as part of a team.
- Ability to work flexible hours and weekends if needed.
- Good judgment, problem solving and decision-making skills.
- Ability to uphold patient confidentiality with the utmost professionalism.
- Ability to travel to other offices and community locations which may include walking distances and being outside for extended periods of time.
- Basic proficiency with Microsoft Office applications including Outlook, Word, and Excel for data entry.

Physical Requirements:

- While performing the duties of this job, this position is frequently required to do the following: Use standard office equipment and access, input, and retrieve information from a computer. Use a computer keyboard with manual and finger dexterity and wrist-finger speed sufficient to perform repetitive actions efficiently for extended periods of time.
- Communicate effectively in person or via telephone in a manner which can be understood by those with whom the person is speaking, including a diverse population.
 - Give and follow verbal and written instructions with attention to detail and accuracy.
 - Perform complex mental functions and basic arithmetic functions
 - Vision: see details of objects at close range.
 - Coordinate multiple tasks simultaneously.
 - Reach forward, up, down, and to the side.
 - Sit or stand for minimum periods of one hour at a time and come and go from the work area repeatedly throughout the day.
 - Lift up to five (5) pounds.