

COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA
Supportive Health Programs
Job Description

Date: May 2018

Exposure Determination Category: 1

Salary Grade: 9-11

Chart: 1 Non-Exempt

Job Title: Community Health Worker 2 (non-bilingual)

Reports to: Minority Health Manager

Areas of Responsibility: Provides direct case management services to patients and their families with chronic diseases (diabetes, hypertension, and obesity); assists in the implementation of high quality services to the community.

Major Duties:

1. Play an active role providing patient care using the provider led, team-based Patient Centered Medical Home care model.
2. Maintain a positive and professional attitude, striving to openly communicate with co-workers and patients, breaking down communication barriers.
3. Act as a patient advocate and practice effective patient communication; assist with providing primary care that is “accessible, continuous, comprehensive, evidence-based, family-centered, coordinated, compassionate, and culturally effective.”
4. Act as an advocate and practice effective patient communication; assist in case management, patient population management, and test tracking as well as supporting patient care by coordinating services with both community resources and other Community Action Partnership of Western Nebraska (CAPWN) program areas.
5. Provide direct case management to patients which includes working with CAPWN Health Center provider team to follow up on high risk chronic disease patients, and also provide patients with transportation to their medical appointments.
6. Act as a client advocate, coordinating health care services with other appropriate available resources in the community.
7. Advocate with and on behalf of minority clients to reduce barriers to health care access.
8. Providing educational courses to our patients on chronic disease control.
9. Compile statistics as necessary to the program.
10. Attend staff meetings, trainings, and workshops or classes as requested/required by Minority Health Initiative or CAPWN Supportive Health Services Director
11. Other duties as assigned.

Working Conditions:

- Office environment 90%, 10% training, meetings, and community interaction.
- Well-lit, temperature-controlled office setting, with standard office equipment
- Work is frequently stressful and requires meeting tight deadlines.
- Work in a highly volatile program in a state of change with many interruptions and interactions.
- Must be able to work irregular hours, some weekends and evenings and out of town training.
- The noise level in the work environment is above average.

Physical Requirements:

- Ability to frequently bend, stoop, squat, walk and pull drawers.
- Manual dexterity sufficient to operate office and medical equipment.

- Must regularly talk, hear and have close vision ability to record and communicate appropriate documents and records.
- Occasionally lifting and carrying up to 20 pounds.

Minimum Qualifications:

Grade: 9

1. High School diploma or GED
2. Age 21 or above
3. Must have a valid driver's license, good driving record and insured vehicle
4. Ability to work with culturally diverse groups of people
5. Ability to partner with others and offer support without encouraging dependence

Grade: 10

1. Meet the minimum qualifications above;
2. Three years' experience in outreach services or case management to minority populations.

Grade: 11

1. Meet the minimum qualifications above;
2. Five years' experience in outreach services or case management to minority populations.

Reviewed by Human Resource Director: _____
Signature Date

Reviewed by Supportive Health Director: _____
Signature Date