

**Maine Mobile Health Program
Position Specifications
Essential Functions and Applicant Requirements**

Position Title: Community Health Worker 3

Pay Designation: Non-exempt (hourly)

Position Reports to: Program Manager or Regional Coordinator

Position Summary:

Community Health Worker (CHW):

A trained and trusted public health worker who is respected by the people served and applies his/her unique understanding of the experience, socio-economic needs, language and/or culture of the communities served to:

- Act as a bridge between providers and individuals to promote health, reduce disparities, and improve service delivery; and
- Advocate for individual and community needs

Responsible for performing all duties relevant to health promotion and bridge/support access to primary health services among MMHP patients and their families. Core roles include: conducting health/needs assessments, navigation, care coordination, serving as a cultural broker, providing advocacy and health education. Additionally, CHW works closely with and accompanies the clinical staff for clinics in the organization's mobile settings. CHW 3 may supervise team members who are CHW 1 or 2. At least 50% of services will occur outside of the office.

Essential Responsibilities:

1. Bridge the gap between communities and health and social service systems.
 - a. Conduct outreach and establish and maintain relationships with current and potential patients' family members. Assess needs and identify appropriate resources and referrals.
 - b. Provide care coordination services on behalf of patients and their families, assisting with referrals and appointment coordination, interpretation, transportation, prescription assistance, and eligibility for insurance or public benefits.
 - c. Work interdependently with providers, clinical support staff, Behavioral Health Team, other CHWs and administrative staff to ensure that clients have access to mobile medical unit (MMU), external medical and social services.
2. Promote wellness by providing culturally and linguistically appropriate health information to clients and providers.
 - a. Communicate with clients, staff, and partners in a respectful, culturally appropriate manner.
 - b. Provide intake, interpretation, or Provider Assistant services for MMU clinics as assigned.
3. Assist in navigating the health and human services systems
 - a. Provide referrals/vouchers to MMU, contracted medical providers, or other agencies with necessary resources including any necessary supportive or follow-up services.

- b. Empower clients to identify resources and solve problems independently, operating from a strengths based-approach to service delivery. Tailor-fit care coordination activities to both the needs and the resources of each client.
- 4. Advocate for individual and community needs
 - a. Establish partnerships and collaborate with social service agencies or allies in the area that can provide services or support.
 - b. Maintain mapping of patient housing locations, health issues/problems of local area and other needs that impact program planning and development.
- 5. Provide direct services
 - a. Conduct basic health education presentations, assist with screening clinics and other appropriate activities.
 - b. Disseminate information regarding local and statewide resources (public and private) available to clients.
- 6. Build individual and community capacity
 - a. Establish and maintain relationships with clients and their family members.
 - b. Establish contact and maintain working relationships with employers, and leaseholders, and community partners.

Other Responsibilities:

1. Complete necessary documentation, including Case Management and Health Education Encounter Forms, Outreach Contact Log, Voucher Referral, and Phases database.
2. Supervise other CHWs on the team by assigning care coordination activities or referring patients for health education or individual capacity-building to navigate barriers to care.
3. Perform tasks as required by the supervisor and senior staff to promote proper utilization of time and staff.
4. Participate in MMHP trainings, retreats, and meetings as required.
5. Adhere to infection control/safety guidelines, and confidentiality policies.
6. Assist in the development of policies and procedures to improve health care delivery, cultural and linguistic appropriateness and program effectiveness.
7. Drive the Mobile Medical Unit as assigned.
8. Perform other related duties as assigned.

Availability Requirements:

Daytime, and some evening and weekend hours. Ability to provide services in varied geography.

Essential Requirements:

Licenses: Current drivers license, with good driving record for the past 3 years, or period of licensure, whichever is shorter. Reliable transportation and insurance required.

Education: High school education or G.E.D. Completion of a CHW core-competency training preferred.

Skills/Abilities: Possesses a strong understanding of the community to be served either because of prior work, relationship in/to the community and/or other life experience. Excellent oral communication skills. Ability to establish positive, supportive, and trusting relationships with and among patient and colleague and to work collaboratively and effectively within a team. Ability to develop, adapt, and execute outreach plans. Ability to organize, collect and document written information, and prioritize work. Ability to read, understand and follow oral and written instructions in English and the target language of the population served. Identify and apply appropriate role definition and skilled boundaries. Ability to be flexible, work independently, and empathize with clients. Ability to work within the cultural context of the community being served. Ability to speak Spanish or Creole required (determined by completion of language proficiency screening). Prior experience with health education, farmwork, and outreach helpful.

Equipment Usage Requirements:

1. Computer, Cellular Phone, Fax, Scanner
2. Automobile
3. Mobile Unit (i.e. over-sized vehicle, similar to a camper)
4. Blood pressure equipment
5. Height and weight measuring equipment

General/Field Work Environment and Physical Demands:

1. Climb, stand, and walk.
2. Lifting not to exceed 50 pounds with good body mechanics.
3. Push/pull weight short distances.
4. Moderate twisting, frequent bending, infrequent squatting.
5. Endurance-moderated energy requirements (5-7 meters).
6. Gross dexterity with infrequent fine motor movement.
7. Both handedness required for 40-60% of the job cycle.
8. Frequent pinching, infrequent hand/wrist repetitions.
9. Requires 20/40 corrected vision.
10. Requires hearing or corrected hearing whispered at 3 feet (FAA Class III) and frequent, clear speaking ability.
11. Possible moderate exposure to infection

Additional Environmental Demands:

1. Steady exposure to voices and routine noises and occasionally loud sounds
2. Slight likelihood of minor injury
3. Slight likelihood of exposure to toxic condition.
4. Likelihood of working with others is great; association is frequent and comprises a major portion of the job
5. Likelihood of working with people from a variety of cultures and speaking languages other than English is great.
6. Work is often in community setting: farms, labor sites/camps, emergency rooms, clinics, etc.
7. Lack of control over pace of work is moderate, with periods of assignment-based pace.
8. Role ambiguity is slight, rarely is it not clear what others expect of the worker.
9. Irregular work hours, depending on season, needs, and availability.

Cognitive and Emotional Demands:

1. Problem solving along with frequent times when situation assessment and corrective action is needed.
2. Read and comprehend greater than a grade 6 level of instruction and have basic math skills.
3. Remain calm and exercise self-control in working relationships with patients and staff.
4. Skills to cope with stresses associated with illness, disability, crisis and at times death as work directly and on a regular basis with persons who are or may become ill or disabled.

NOTE: This position summary and job description is a general overview of the primary responsibilities which is subject to review and revision at any time.

I have read and understand the above Position Description

Employee Signature

Date

Witness Signature

Date