

Maine Mobile Health Program (MMHP)
Position Specifications
Essential Functions and Applicant Requirements

Position Title: Community Health Worker 2

Pay Designation: Non-exempt (hourly)

Position Reports to: Program Manager, Regional Coordinator, or Community Health Worker 3

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

The CHW2 is responsible for extending the reach of MMHP services in the communities where he/she lives. The CHW2 engages community members around their health needs and local resources, serves as a cultural broker for program services, supports patients in accessing health care, empowers clients to develop skills for navigating the health system, and teaches clients how to adopt healthy behaviors. The CHW2 works closely to support other staff responsible in the coordination and delivery of medical services to patients. The majority of work will occur within the community.

Essential Responsibilities:

1. Bridge the gap between communities and health and social service systems.
 - a. Conducts outreach, establishes relationships, and maintains contact with current and potential clients and their family members.
 - b. Assesses the needs of community members and provides referrals to the care coordinator or the mobile medical unit (MMU).
 - c. At the assignment of the CHW3, supports patients in accessing referrals by providing transportation, interpretation (subject to language screen), or prescription assistance.
 - d. Works interdependently with other CHW and in some cases MMU support staff to ensure community members have access to health services and adequate follow up after a medical visit.
2. Promote wellness by providing culturally and linguistically appropriate health information to clients and providers.
 - a. Organizes and delivers group and individual education on priority health topics to community members in their native language and at the proper literacy level.
 - b. Performs intake services or interpretation (subject to language screen) for mobile clinics as assigned by the MMU support staff.
 - c. Communicates with community members, patients, staff, and partners in a respectful, culturally appropriate manner.
3. Assist in navigating the health and human service system.

- a. At the assignment of the CHW3, schedules appointments for patients and provides patients with vouchers to contracted medical providers.
 - b. Uses understanding of community resources to inform clients of other services available outside of MMHP that address the social determinants of health (housing, nutrition assistance).
 - c. Recognizes what constitutes a medical or mental health emergency and who to contact.
4. Advocate for individual and community needs.
 - a. Notifies CHW3 of specific health needs identified during outreach.
 - b. Shares broad knowledge of the community (housing, work schedules, health status, and barriers to care) to inform program planning and help to improve service delivery.
5. Provide direct services.
 - a. Supports patients in the completion of clinical health screening.
6. Build individual and community capacity
 - a. Empowers clients to identify personal strengths and resources available for solving problems and accessing care.
 - b. In coordination with the CHW3, engages in teaching, health coaching, and role modeling with community members with the goal of:
 - i. Encouraging behavior change,
 - ii. Improving a patient's ability to navigate the health system and
 - iii. Bolstering independence.

Other Responsibilities:

1. Records outreach visits and referrals to the care coordinator or mobile clinic on the encounter form or enters encounters directly into an electronic medical record through a mobile device.
2. Maintains patient confidentiality and adheres to infection control/safety guidelines.
3. Adheres to all policies regarding the appropriate use of mobile technology provided by MMHP.
4. Attends meetings that have been scheduled with the program coordinator or CHW3 and shares any observations or concerns.
5. Actively participates in all preliminary trainings sessions organized by the program coordinator as well as ongoing staff training opportunities organized by the Director of Outreach.
6. Performs any related tasks as assigned by the program coordinator or supervising CHW.

Availability Requirements:

Although the CHW2 may have other forms of employment, he/she must be available to support our program staff and community members on a regular basis for the duration of the specified term of employment. The CHW2 must provide service to clients in various locations (work sites, patient housing, medical offices, community settings) when clients are available (some weekend and evening hours).

Essential Requirements:

Skills/Abilities: Candidates should possess the following skills and abilities:

- Strong oral communication skills.
- High school level reading or writing skills in English and either Spanish or Haitian Creole (subject to language proficiency screen).
- Ability to understand and follow oral and written instructions.
- Ability to organize and document work in a written format.
- Self-management skills.
- Ability to work collaboratively and effectively within a team.
- Possesses a strong understanding of the community to be served either because of prior work, relationships in the community and/or other life experience.
- Ability to work within the cultural context of the community being served.
- Ability to establish firm boundaries and role clarity with patients.

- Ability to establish positive, supportive, and trusting relationships with patients.
- Completion of CHW core competency training in Maine or another state an advantage.

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

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