

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

Position Title: Community Health Worker 2

Pay Designation: Non-exempt (hourly), Seasonal

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 they live. 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 patients to develop skills for navigating the health system, and teaches patients how to adopt healthy behaviors. The CHW2 works closely with clinical staff and other CHWs responsible in the coordination and delivery of medical services to patients, including mobile clinics settings. The majority of work will occur within the community.

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.
 - b. Assess the needs of community members and provide referrals to the care coordinator or the mobile medical unit (MMU).
 - c. As assigned by the Program Manager or a CHW3, support patients in accessing referrals by providing transportation, interpretation (subject to language screen), or prescription assistance.
 - d. Work interdependently with other CHWs and 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 patients and providers.
 - a. Organize and deliver group and individual education on priority health topics to community members in their native language and at the proper literacy level.
 - b. Perform intake services or interpretation (subject to language screen) for mobile clinics as assigned by the MMU support staff.

- c. Communicate with community members, patients, staff, and partners in a respectful, culturally appropriate manner.
- 3. Assist in navigating the health and human service system.
 - a. As assigned by the Program Manager or a CHW3, schedule appointments for patients and provide patients with vouchers to contracted medical providers.
 - b. Use understanding of community resources to inform patients of other services available outside of MMHP that address the social determinants of health (housing, nutrition assistance, etc.).
 - c. Recognize what constitutes a medical or mental health emergency and who to contact.
- 4. Advocate for individual and community needs.
 - a. Notify Program Manager or CHW3 of specific health needs identified during outreach.
 - b. Share 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 patients to identify personal strengths and resources available for solving problems and accessing care.
 - b. In coordination with the Program Manager or a 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. Complete necessary documentation.
- 2. Adhere to infection control/safety guidelines, and confidentiality policies.
- 3. Adhere to all policies regarding the appropriate use of mobile technology provided by MMHP.
- 4. Participate in MMHP meetings, events, and activities, and share observations or concerns.
- 5. Actively participate in all preliminary training sessions organized by the Program Manager, as well as ongoing staff training opportunities organized by the Director of Outreach.
- 6. Performs any related tasks as assigned by the Program Manager or supervising CHW.
- 7. Drive the Mobile Medical Unit as assigned.
- 8. Perform other related duties as assigned.

Availability Requirements:

Although the CHW2 may have other forms of employment, they 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 patients in

various locations (work sites, patient housing, medical offices, community settings) when patients are available (evening hours and potentially some weekends).

Essential Requirements:

1. **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.
2. **Education:** High school education, G.E.D, or equivalent experience. Completion of a CHW core-competency training preferred, but not required.
3. **Skills/Abilities:** Possess 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 patients and colleagues, and to work collaboratively and effectively within a team. Ability to follow, 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 (self-manage), and empathize with patients. Ability to work within the cultural context of the community being served. Ability to speak Spanish, Haitian Creole, or Jamaican Patois preferred (determined by completion of language proficiency screening). Prior experience with health education, farm work, 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
6. MMU EMR-related hardware and software

General/Field Work Environment and Physical Demands:

1. Must be able to climb, stand, and walk.
2. Lifting not to exceed 50 pounds with good body mechanics.
3. Must be able to push/pull weight short distances.
4. Moderate twisting, frequent bending, infrequent squatting.
5. Endurance-moderated energy requirements (5-7 mets).
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 hearing whispered at 3 feet (FAA Class III) and frequent, clear speaking ability.
10. Moderate exposures to infections.
11. Must have 20/40 corrected vision.

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, ERs, 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 required along with frequent times when situation assessment and corrective action is needed.
2. Must be able to read and comprehend greater than a grade 6 level of instruction and have basic math skills.
3. Must remain calm and exercise self-control in working relationships with patients and staff.
4. Works directly and on a regular basis with persons who are or may become ill or disabled, must possess skills to cope with stresses associated with illness, disability, crisis and at times death.

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