

Mountain Valleys Health Centers

Job Description

POSITION: Community Health Worker (CHW)

REPORTS TO: Care Management Program Director

Qualifications: Current CPR certification. Good computer skills. Must be a self-starter, working efficiently alone without close supervision. Must maintain confidentiality relating to MVHC personnel, patients and information that could result in proprietary damage to MVHC. Must possess current valid California or Oregon Driver's license and auto liability insurance.

Requirements After Hire:

- Clean and Appropriate Attire
- Current CPR Card
- Current/Valid California or Oregon Driver's License
- Auto Liability Insurance

Summary:

Under direction of the Nurse Care Manager and the Care Management Program Director, provides care coordination, navigation, and self-management education to appropriate patients. The CHW works as part of an interdisciplinary care team to assist patients to address barriers to successful chronic disease management, to set and achieve self-management goals, and to navigate access to health care and social services. CHW's will ensure the execution of a Care Management Plan during a time-limited period of active care management. This will include assisting in scheduling appointments and tracking referrals to completion. CHW's will manage a case load of patients and will adhere to organizational policies, procedures, and evidence-based guidelines.

Duties and Responsibilities:

- Become familiar and efficient utilizing MVHC's EMR and tracking systems.
- Works closely with the Care Manager to provide care coordination to patients.
- Work with the Care Management Program Director on reporting requirements.
- Provide care coordination within the framework of the care coordination team. This includes but is not limited to receiving supervision and providing patient services.

- Work with the patient to establish goals and self-management goals; create an individualized Health Action Plan, Health Risk Assessment, and Goal Setting and Action Plan
- Document in appropriate I.T. program
- Coordinate care, plan for and monitor appointments, and track referrals to completion for medical, behavioral, and social services. Assist in patient navigation of care.
- Track laboratory and special study results to completion.
- Track patient's progress to goals.
- Review entitlements, public benefits, housing, and other social needs with patient/family, and assist, as necessary, to apply for same and provide needed follow-up.
- Schedule and participate in case conferencing with the Health Homes Management Team.
- Work closely with the Health Homes Management Team, Behavioral Health (BH) Providers, social services providers, and others.
- Communicate with all care providers about significant social, emotional, and environmental factors underlying the patient's health problems.
- Conduct patient outreach (via phone, email, text, or in person) for appointment reminders, follow-up, and annual care plan updates.
- Visit patients during inpatient hospital stays as directed by the Care Manager. Support patient care transitions to ensure stability of patient's health during and at least 30-days post-care transition. Ensure and document PCP and BH follow-up after inpatient hospital and/or emergency department visits.
- Update Comprehensive Care Management Plans annually.
- Attend critical specialty appointments with patient as directed by Care Manager.
- Work with the Care Management Program Director and the Care Manager on other case management and quality programs as assigned.
- Other duties as assigned.

Physical Requirements: Sitting, close eye work, standing, walking, bending/stooping, squatting/crouching, balancing, reaching, twisting/turning, pulling, lifting up to 30 pounds, speaking/hearing on phone and in person, reading, writing, close eye work, repetitive motion of hands, fine and gross manipulation, up/down and side/side hand motion, exposure to infectious disease, exposure to emotional crisis of others, exposure to public/staff/physicians, working with others, fast work pace, frequent change, frequent interruptions, independent problem solving, and travel by auto to other sites.

Customer Care: A core value of Mountain Valleys Health Centers' is our dedication to high-quality customer care. As a Community Health Center, our patients are our vitality; therefore, every patient will be treated accordingly.

At MVHC a customer is defined as but not limited to a patient, vendor, contractor, granting agency, community business, and employee. Customers will be treated with the utmost dignity and respect regardless of their socio-economic status, insurance type, job position, and/or race, etc. Discrimination is unacceptable and is grounds for immediate termination.

Every employee of MVHC will adhere to the Accountability Measures outlined either at the onset of employment or at the date of this signed job description. Should these expectations not be upheld, the employee understands that disciplinary action will be taken which could lead to immediate termination.

Employee Acknowledgement: I have read my job description and understand its contents. I agree to perform the duties and responsibilities with the highest standards. If at any time I have questions about its contents, I will discuss with my supervisor for clarification.

Employee Signature

Date