



POSITION TITLE: Community Health Worker

JOB SUMMARY:

The Community Health Worker (CHW) helps individuals and communities adopt healthy behaviors and increase access to healthcare. CHWs understand and are part of the communities they serve. The CHW will conduct outreach to individuals, health organizations, and local agencies to implement programs in the community that promote, maintain, and improve individual and community health.

ESSENTIAL FUNCTIONS:

This position reduces stigma and other barriers to initiating or continuing health care services by educating both community members and health care providers.

- Identifies or contacts members of high-risk or otherwise targeted groups such as members of minority populations, low-income populations, or pregnant women. Advises clients or community groups on issues related to improving general health such as diet or exercise.
- Attends community events or health fairs to understand community issues or to build relationships with community members. Distributes flyers, brochures, or other informational or educational documents to inform members of a targeted community. Collects information from individuals to compile vital statistics about the general health of community members.
- Teaches appropriate parenting behaviors to individuals or families (program specific).
- Plans and leads group educational sessions and discussions on assigned health topics, virtually and in-person (program specific).
- Assists in the community with providing application assistance, referrals, virtually, or in-person, as needed and follow up to ensure services are received.
- Collects data and information as required by the evaluation plan and processes. Provides feedback to evaluation team and program management on evaluation process issues.
- Uses assigned technology to complete job functions effectively.
- Ensures program resources are applied responsibly in carrying out program goals.
- Coordinates activities within the program as needed.
- Maintains confidentiality
- The ability to impartially guide a group with an overall goal of reaching consensus, solving problems or accomplishing tasks or facilitating a conversation with an individual and/or family in

a 1:1 environment.

- Participates as a member of various teams as needed.
- Actively participates in, and successfully completes, training provided by MHP Salud and other agencies.
- Attends conferences and presents as directed and/or assigned.
- Assists in completing other program goals and requirements.
- Performs all functions and activities within the guidelines and philosophy set forth in MHP Salud's Strategic Plan, policies, mission, vision, and values.
- Ability to perform essential job functions consistent safely and successfully with ADA and other federal, state, and local standards, including meeting qualitative and quantitative productivity standards.
- Ability to maintain reasonably regular, punctual attendance consistent with ADA and other federal, state, and local standards.
- Ability to comply with all personnel policies and procedures.

An essential function of all employees is to provide excellent customer service by being professional and respectful in all interactions each day. It is also expected that all employees are timely and responsive in their communication with others.

NON-ESSENTIAL FUNCTIONS:

- Other duties as assigned

This list of functions is not intended to be exhaustive, but the job functions require the core competencies listed below. The organization reserves the right to revise this job description as needed to comply with actual job requirements.

COMPETENCIES:

Competencies describe the skills, knowledge, and attributes necessary to perform the job and these competencies should be demonstrated by all CHWs across the organization.

- **COMMUNICATION SKILLS** – The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing.

- **FACILITATION** – The ability to impartially guide a group with an overall goal of reaching consensus, solving problems, or accomplishing tasks.
- **INTERPERSONAL AWARENESS** – The ability to notice, interpret, and anticipate others’ concerns and feelings, and to communicate this awareness empathetically to others.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.
- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one’s work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **CUSTOMER FOCUS** – Makes customers and their needs a primary focus of one’s actions; develops and sustains productive customer relationships.

COMPANY VALUES:

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** - Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

QUALIFICATIONS:

REQUIRED:

- High School Diploma/Equivalent
- Minimum (1) one year of experience working directly with the population being served through community outreach or health education.
- Fluent in conversational English and Spanish.
- Experience utilizing equipment (such as phone, laptop, tablet) to complete required job functions.
- Experience utilizing software such as Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new software required for the position.
- Reliable transportation, valid driver’s license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).
- Weekend and evening work may be required per program and community needs.
- Significant local travel is required and driven by programmatic requirements per organizational procedures.

PREFERRED:

- Reads and writes in Spanish and English.

SKILLS:

REQUIRED:

- Prolonged periods of sitting at a desk and working on a computer. May be required to stand for prolonged periods of time, climb stairs, and perform strenuous activity.
- Outdoor outreach may require employees to be out in the weather (rain or sun) for prolonged periods of time.
- Must be able to frequently lift and/or move up to 10 pounds.

PREFERRED:

- Ability to occasionally lift and/or move up to 50 pounds.

SPECIAL CONDITIONS:

- Thorough background screening upon hire including State, Local and Federal Law check, Employment Reference check, DMV check, and criminal records check.

JOB CLASS: Community Health Workers

POSITION STATUS: Non-Exempt

SUPERVISED BY: Program Manager or Program Director I

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (Print)

Employee Signature and Date

Supervisor's Name (Print)

Supervisor's Signature and Date