



Job Title: Community Health Worker

This position reports to: Program Manager

Location: Remote

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. All work is driven by MHP Salud's Strategic Plan, policies, mission, vision, goals, and other key planning documents.

Key Duties & Responsibilities

- 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 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 and 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 the 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.
- Ability to perform essential job functions consistently, 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.

Competencies

Competencies describe the skills, knowledge, and attributes necessary to perform the job, and all staff across the organization should demonstrate these competencies.

- **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.

Minimum Qualifications

- 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.
- Must pass a background screen, including local, state, and federal law check, employment reference check, DMV check, and criminal records check.

Preferred Qualifications

Reads and writes in Spanish and English.

Skills/Knowledge/Abilities

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people, including children and teenagers.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Ability to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.
- 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 a 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.
- Outdoor outreach may require employees to be out in the weather (rain or sun) for prolonged periods of time.

Job Class:	Community Health Workers
Position Status:	Non-exempt

Physical Demands

While performing the duties of the Community Health Worker role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.



The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company's discretion, formally or informally, either verbally or in writing.



Acknowledgment

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

Click or tap here to enter text.

Name (Print)

Employee Signature and Date

Click or tap here to enter text.

Supervisor's Name (Print)

Supervisor's Signature and Date