

## **Rural Health Network of South Central New York (RHNSCNY)**

### **Position Description Revised January 2022**

**Position: Community Health Worker- 1 (CHW-1), Broome County:** The CHW-1 is a full time, non- exempt position and subject to the provisions of the Fair Labor Standards Act.

**Rural Health Network of South Central New York requires that all staff be fully vaccinated with original series and booster against Covid-19.**

**Reports to:** Director, Community Health Services

**General Duties and Responsibilities:** Provide outreach to engage identified individuals from rural county specific populations to efficiently access health related services including: prescription medication, vision/dental services, financial assistance, health literacy/insurance, transportation, healthy foods, housing, and self advocacy.. Identify level of need, which can range from one time information and assistance to longer term case management for individuals with chronic physical and/or behavioral health conditions. Refer and facilitate participation in chronic disease case/self-management, care coordination and/or health education

This position is regularly scheduled for Monday – Friday, 8 a.m. – 4:30 p.m. (40-hour work schedule) with some flexibility for evening and weekend hours as approved by supervisor and client demand.

**Specific Responsibilities:** The responsibilities of the **CHW-1** include, but are not limited to, the following:

1. Conduct and document in-person home/office visits, telephonic and mail outreach to assigned clients.
2. Pre-screen rural individuals and family members for income and support program eligibility requirements. Complete intakes and screening forms. Assess individuals for readiness, motivation, and confidence in becoming their own health advocate. Monitor client successes and assist with challenges as needed.
3. Apply cultural competence and strength-based approach to consumer/provider engagement. Utilize a patient-centered approach and evidence-based interventions to support holistic health and well-being.
4. Utilize key concepts and refer to evidence-based interventions (Insignia Health: Patient Activation Measure, Coaching for Activation, Stanford University Chronic Disease Self-Management Program, Eric Coleman Care Transitions Model).
5. Complete follow-up calls to ensure that connection to or utilization of referred services has occurred. Assist clients with billing or insurance claim issues. Increase client knowledge of health care insurance coverage, renewal process, and health literacy.

6. Advise individuals on establishing and utilizing preferred health care provider established patient portals as provider/family communication and health care record management tools.
7. Support the use of primary care and virtual visits including preventative screenings.
8. Ensure timely, consistent data entry/retrieval including: client caseload and case notes utilizing electronic health records. Submit timely and accurate data input, records, reports, and evaluations.
9. Ensure confidentiality of all client information consistent with HIPAA regulations, RHNSCNY policies, primary healthcare site policies. Obtain consents as required by law and policies.
10. Serve as a member of the RHNSCNY staff team and seek ways to continuously improve and support the work of RHNSCNY. Identify and initiate effective ways to support, integrate and/or apply all RHNSCNY services to provide the maximum benefit to those served.

**Required Skills:**

- Interpersonal: interact with populations from a variety of backgrounds, strong listening skills, empathy and cultural sensitivity.
- Technology: collect and enter electronically patient demographics and other data. Experience with electronic medical records or care management platforms desired. Proficiency in Google suite, excel, and virtual meeting platforms.
- Time Management: multi-task while responding to client needs and being accountable for program deliverables.
- Problem solving: work independently and within a care collaboration team to seek solutions to empower clients to overcome barriers.
- Writing skills: complete daily objective, accurate client progress notes

**Minimum Qualifications:** Associate's Degree required, Bachelor's Degree preferred in health, human services, or related field. Relevant work experience preferred. Valid Driver's License, proof of automobile insurance, and use of reliable private vehicle for work-related travel purposes. Office computing and strong interpersonal, organizational and communication skills required. Rural Health Network of South Central New York requires that all staff be fully vaccinated with original series and booster against Covid-19.

**Hourly pay range:** \$17 to \$19 per hour contingent upon available funding, relevant education and experience.