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

# Position Description Updated May 2022

**Position: Community Health Worker - Northern Broome CARES, Naturally Occurring Retirement Community (NORC):** The **CHW** 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 workers be fully vaccinated with original series and booster against Covid-19.**

**Reports to:** Coordinator, Northern Broome CARES NORC

**General Duties and Responsibilities:** Provides case management services to older residents of Northern Broome County to efficiently access health related services including: prescription medication, vision/dental services, financial assistance, health literacy/insurance, transportation, healthy foods, housing, and self-advocacy. Identifies 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. Refers and facilitates participation in chronic disease case/self-management, care coordination and/or health education The **CHW** will have an active, engaged and productive relationship with the Broome County Office for Aging, Rural Health Network services and other service providers to ensure the appropriate and efficient utilization of services available to support older residents.

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

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

1. Conduct and document outreach, including home visits to those who may benefit from NORC services.
2. Apply rural cultural competence and strength-based approach to working with older residents. Utilize a patient-centered approach and evidence-based interventions to serve and support older residents, their families and support systems.
3. Pre-screen older residents who may benefit from NORC services to determine their needs and inform service and support strategies. Complete all required NORC and Rural Health Network intake and assessment information.
4. Provide case management support consistent with Rural Health Network Community Health Worker and NORC Program protocols and service delivery expectations.
5. Actively participate as a member of the inter-disciplinary case management team that will include representatives from the Broome County Office for Aging, student MSW and Nursing interns, healthcare providers and Rural Health Network representatives.
6. Ensure timely, consistent data entry/retrieval including client caseload and case notes. Submit timely and accurate data input, records, reports, and evaluations.
7. Ensure confidentiality of all client information consistent with HIPAA regulations, RHNSCNY policies, NORC Program requirements, and primary healthcare site policies. Obtain consents as required by law and policies.
8. 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.