

Rural Health Network of South Central New York (RHNSCNY)

Position: Community Health Worker I (CHW).

Position Type/Schedule: This position is full time, primarily Mon-Thurs 8:00am – 4:00pm; Friday 8:00am – 1:00pm (35 hours weekly/70 hours biweekly) with flexibility for evening and weekend hours as approved by supervisor and based on client needs. Overtime is not typical.

Benefits: Eligible benefits include 10 paid holidays annually, paid vacation and sick time, employee health insurance, dental and vision plan available, retirement plan, life insurance, Employee Assistance Program (EAP), additional benefits after 6-12 months of employment.

Rate of pay: \$21.25 - \$23.25 Depending on experience and education

Reports to: Director, Community Health

General Duties and Responsibilities: Engage rural individuals to efficiently access health related services including: prescription medication, vision/dental services, financial assistance, health literacy/insurance, transportation, healthy foods, and housing. Identify level of need, ranging from one-time information and referral to long term case management for individuals with chronic health conditions. Refer and facilitate participation in chronic disease self-management, care coordination and/or health education.

Supervisory Responsibilities: None

Specific Responsibilities: The responsibilities of the CHW 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. Utilizing provided intake and screening forms, assess clients for needs and eligibility related to socioeconomic, health, and social support needs. Monitor client successes and assist with challenges as needed.
3. Apply culturally sensitive and strengths-based approach to client interactions and services.
4. Utilize local resources and make referrals to services and interventions appropriate to client needs.
5. Support the use of healthcare services, including primary care, virtual visits, preventive screenings.
6. 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.
7. Ensure confidentiality of all client information consistent with HIPAA regulations, RHNSCNY policies, 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.

Work Environment and Conditions:

Primary work location to be assigned at time of employment. Work location is subject to change should there be funding or contract changes.

Physical Demands: This position requires sitting and/or standing to the employee's comfort level, in a designated workstation, which may or may not be shared with others. Frequent computer use is required.

Travel: Driving personal vehicle is required. This position requires employee to travel occasionally within the Rural Health Network SCNY's service region and, on a rare occasion, outside of the region. Mileage will be reimbursed at the federal rate.

Required Skills:

- **Interpersonal:** interact with populations from a variety of backgrounds, strong listening skills, empathy and cultural sensitivity.
- **Technology:** collect and enter patient demographics and other data electronically. Experience with electronic medical records or care management platforms desired. Must be proficient in Google Suite, Microsoft Suite, and virtual meeting platforms.
- **Time Management:** respond to client needs and be accountable for program deliverables in an appropriate time frame.
- **Problem Solving:** work independently and within a care collaboration team to seek solutions which empower clients to overcome barriers.
- **Writing skills:** complete daily objective, accurate client progress notes.

Qualifications:

Required: Associates' Degree in a related field combined with experience and skills.

Preferred: Bachelor's Degree in health, human services, or related field.

Required: Prior relevant experience and transferable skills.

Valid driver's license, proof of automobile insurance, and use of reliable vehicle for work-related travel purposes.

Additional Requirements: All Rural Health Network employees, volunteers, and service members are expected to support the organization's mission, vision, and values.

As a community health organization, Rural Health Network follows all CDC guidelines related to COVID-19 and strongly encourages all personnel to remain up to date with vaccinations.

Community partnerships may require that staff in this position be fully vaccinated with original series and booster against COVID-19 and Flu.

EEO Statement: Rural Health Network provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.