



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

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**POSITION DESCRIPTION:
COMMUNITY HEALTH REPRESENTATIVE (CHR)**

Reports To: Outreach Supervisor
FLSA Status: Full-Time, Non-Exempt
Revision Date: September 9, 2021

Prepared By: Human Resources
Salary Grade: \$15.00/hour
Board Approval: November 4, 2021

Position Summary:

Under the direction of the Outreach Supervisor the CHR acts as a representative/transporter/courier of the health program, making home visits, acting as an advocate, and facilitating resolution to problems related to obtaining needed medical care for the Native American Indian community residing in program service area according to the policies and procedures of the Tule River Indian Health Center, Inc. and the Community Health Outreach Department. In addition, the CHR must be able to communicate well and be able to establish rapport with patients and their families. He/she must be sensitive to the needs of the Indian community; its cultures, traditions, values, and express a genuine enthusiasm for its success.

Essential Duties and Responsibilities:

1. Home visits to members of the Native American Indian community within the service area in accordance with the policies and procedures of the Community Health Outreach Manual, and/or as indicated on the Care Plan, and/or as directed by the Outreach Supervisor
2. Provide limited courier services for medication delivery (Reservation only), clinic message delivery, and limited transportation of clients to needed medical appointments as assigned by the Outreach Supervisor.
3. Provide advocacy and education services to clients, facilitate access to needed health services that may be available within the program, and assists with scheduling needed appointments.
4. Provides limited Home Health Aide-type services for seniors, at-risk adults, ill and/or handicapped patients/clients as assigned or designated by care plan and/or stated in policy and procedure.
5. Maintain reporting requirements such as documentation of activity of PCC, patient sign-in logs, and other required forms for administrative need and quality assurance purposes.
6. Cooperate with other professional and ancillary health program staff and assist as needed/assigned in other departments to facilitate a team approach to health care delivery.
7. In collaboration with the Outreach Department, participate in community events as needed.
8. Provide First Aid/CPR (BCLS level) to patients/clients as may be needed and necessary.
9. Maintain vehicle log and maintenance schedules and work in conjunction with - TRIHCI's Accounting Manager to assure safe operation and maintenance of vehicles.
10. Must be willing to work flexible hours as may be necessitated by schedule medical/dental appointments and distant transports, and community awareness events.
11. Must be willing to drive long distances and be confident/competent in driving to and around large metropolitan areas (e.g. San Francisco, Los Angeles, Fresno, etc).

Additional Responsibilities may include:

1. Participate in all required staff meetings.
2. Perform other duties as assigned.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Knowledge, Skills, and Abilities

1. Must have good communication skills, be able to effectively communicate with diverse populations, and be willing to convey responsibilities to patients.
2. Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
3. Demonstrate professional competency in office and healthcare abilities, including the maintenance of client confidentiality.
4. Possess basic computer and database software operation knowledge and demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
5. Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting.
6. Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
7. Possess the ability to organize and follow one's own work schedule (i.e. setting priorities, being available during work hours, and meeting critical deadlines).
8. Knowledge of medical terminology.
9. Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.
10. Must have a working home/cell phone for immediate contact.
11. Must maintain a professional appearance and attitude.

Education and/or Experience

1. A high school diploma or general education degree (GED).
2. 2 years or more related experience and/or training; or
3. Equivalent combination of education and experience.
4. One (1) year prior experience in a health care setting is also required.
5. Familiar with entering data into a healthcare database program (EHR).

Certificates, Licenses, Registrations

1. Certified Nursing Assistant (C.N.A.) with current certificate is required for this position.
2. Possess a current California driver's license and be insurable with the Tule River Indian Health Center, Inc. insurance agency.
3. Possess valid First Aid/CPR certification at the BCLS level or obtain within 3 months of hire.

Preferred Qualifications and Contingencies

- One (1) year or more health care experience preferred.
- Current CHR certificate through IHS preferred.
- Must pass COVID-19 screening.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, US Code, Sections 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

Physical Work Environment: *The description provided here is representative of those conditions in which the CHR will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the CHR is situated in a standard office environment within the health center as well as in a vehicle to travel through the community; there is little or no exposure to variations in the weather or other similar elements. The CHR will primarily be stationed in the outreach area of the health center, in the community or on transport but will also move about the health center to meet with physicians, patients, and co-workers. Consequently, the CHR must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time).
2. Posses the ability to use standard office equipment to write, type, copy, fax, or perform other duties.
3. Possess the strength to lift and carry supplies weighing up to 35 lbs. repeatedly and up to 50 lbs. intermittently.
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.
6. Possess the ability to drive for extended periods of time.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, toxicants, and irradiants found on-site.

Disclaimer:

This position description lists the major duties and requirements for the CHR position as established by subject-matter experts and the Human Resources Manager at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.

Employee Affirmation:

I have thoroughly read the attached position description for the position of the CHR. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.

Employee Name (Print)
Employee Signature
Date