



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO Box 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 791-2585

INTERNAL & EXTERNAL JOB POSTING

POSITION:	COMMUNITY HEALTH WORKER
POSTING DATE:	WEDNESDAY, NOVEMBER 17, 2021
CLOSING DATE:	MONDAY, NOVEMBER 29, 2021
NUMBER OF OPENINGS:	3
RATE:	\$ 17.15- \$ 18.20 / HOUR, DOE
STATUS:	FULL TIME/ NON EXEMPT
<p>IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED BY THE CLOSING DATE STATED ABOVE.</p> <p>TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT WWW.TRIHCI.ORG</p> <p>PLEASE SEND COMPLETED APPLICATIONS TO HUMAN.RESOURCES@CRIHB.ORG</p>	
<p>IN ACCORDANCE WITH INDIAN PREFERENCE STATUTES DEFINED IN USC TITLE 25, SECTION 472, PREFERENCE IN FILLING VACANCIES AT TRIHCI WILL BE GIVEN TO QUALIFIED INDIAN CANDIDATES WHO SUCCESSFULLY VERIFY THEIR ELIGIBILITY (BIA FORM 4432, A CERTIFICATE OF INDIAN BLOOD, OR OTHER DOCUMENTATION MAY BE REQUIRED). WITHIN THE SCOPE OF INDIAN PREFERENCE LAWS, TRIHCI DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER CHARACTERISTIC PROTECTED BY LAW IN MAKING EMPLOYMENT DECISIONS OR PROVIDING SERVICES.</p>	



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POSITION DESCRIPTION

COMMUNITY HEALTH WORKER (CHW)

Reports To: Outreach Supervisor
FLSA Status: Full-Time, Non-Exempt
Revision Date: October 19, 2021

Prepared By: Human Resources
Salary Grade: \$17.15-18.20/hour, DOE
Board Approval: November 15, 2021

Position Summary:

Working closely with and reporting directly to the Outreach Supervisor, The Community Health Worker (CHW) is responsible for providing outreach and education services including health promotion and community intervention activities for access to healthcare, insurance enrollment and family planning and preventive health services. Works with other employees and departments, community leaders to coordinate new programs and services to meet TRIHCI community needs. As an advocate for community health, the CHW also works to educate the community on the services available at TRIHCI and eligibility requirements. The CHW will also work closely with medical providers and other staff to improve patient care and outcomes. The CHW must be familiar with the goals and objectives of the Health Center, maintain genuine enthusiasm for the success of TRIHCI's health programs, and exercise a strong sense of stewardship in developing and maintaining community relations.

Essential Duties and Responsibilities:

1. Implement innovative outreach strategies to identify underserved individuals in TRIHCI's service area and educate/assist for access to primary care, insurance enrollment and family planning programs offered at TRIHCI.
 2. Participates in, coordinates, and/or attends community events such as health fairs and community events as a representative.
 3. Conducts outreach to high-risk patients through phone calls, community events, community-based agencies, and organizations. Coach patients in effective management of their chronic health conditions and self-care.
 4. Maintains documentation of program activities and assists in tracking data related to special programs and projects.
 5. Assist and educates patients in utilizing health insurance and resources, including scheduling medical appointments.
 6. Secures and maintains partnerships with community-based organizations, both for profit and non-profit, as well as with other government and non-government entities.
 7. Assist in planning and program implementation as assigned.
 8. Assess the needs of the individuals and communities they serve.
 9. Advocate for patients and community participants' rights, health, and well-being; encourage participants to advocate for their own health.
 10. Keep accurate logs of all outreach and enrollment activities; share all data with direct supervisor.
 11. Establish and maintain relationships with community-based organizations; participate in community events; network with community stakeholders.
 12. Bridge the gap between communities and the health and social services systems.
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13. Develop program outlines and facilitates education on various health topics identified based on needs of the community.
14. Assists in formulation, planning, and implementation of policies, procedures, and programs.
15. Assists and educates patients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and /or social services.
16. Other duties as assigned.
17. Follow-up with health management/care plans with both patients and providers.
18. Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place.
19. Work collaboratively and effectively within a team.
20. Establish positive, supportive relationships with participants and provide feedback.
21. Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible.
22. Assist clients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and social services. Assist patient in understanding care plans and instructions.
23. Facilitate communication and coordinate services between providers.
24. Motivate patients to be active, engaged participants in their health.
25. Effectively work with people (staff, clients, doctors, agencies, etc) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions.
26. Build and maintain positive working relationships with the clients, providers, nurse case managers, agency representatives, supervisors and office staff.
27. Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; volunteer resources and the practices associated with using volunteers, operations, functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations.
28. Identify and apply appropriate role definition and skilled boundaries.
29. Other duties as assigned Participate in all required staff meetings including any necessary trainings;
30. Perform general office duties or other responsibilities as needed and 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. Strong documentation skills.
2. Ability to multi-task and prioritize when needed.
3. Ability to independently seek out resources and work collaboratively.
4. Ability to read, understand and follow oral and written instructions.
5. Experience and work ethics that supports working within a high functioning, team-oriented environment.
6. Demonstrates a willingness and ability to work under supervision.
7. Ability to develop and maintain good working relationships with staff.
8. Ability to use computer and learn new software programs.
9. Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.

10. Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
11. Possesses ability to communicate effectively, both verbally and in writing.
12. Possesses genuine respect for others and acceptance of their individual social and cultural traits.
13. Proficient knowledge of Microsoft Outlook.
14. Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
15. Working knowledge of the Affordable Care Act and Covered California, including qualifying health plans and Medi-Cal.

Education and/or Experience

1. A high school diploma or general education degree (GED).
2. 1+ years working in related field

Certificates, Licenses, Registrations

1. Possess a current California driver's license, and be insurable with the Tule River Indian Health Center, Inc. insurance agency.
2. First Aid/CPR at BCLS level.

Preferred Qualifications and Contingencies

1. COVID-19 pre-employment screening.

Hiring preference is given to qualified American Indians in accordance with the Indian Preference Act (title 25, U.S. code § 472 & 473). Applicants claiming Native American/ Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Native American/ 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 Community Health Worker 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 Community Health Worker is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Community Health Worker will move throughout the health center to meet with supervisors and co-workers but maintains direct patient/client contact. Consequently, the Community Health Worker must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Possess 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 15 lbs. repeatedly and up to 45 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 push, bend and/or lift to help patients to/from vehicle, wheelchairs, stretchers, etc., and moving equipment and medical supplies.

