



Heart of Ohio Family Health Centers
Job Description
Community Health Worker
Infant Mortality Program

Summary: Community Health Workers will primarily be working out in the community primarily with prenatal and post-partum African American women. CHW's will work closely with medical providers, primary care teams, and other agencies to improve patient care and outcomes.

Compensation: \$14 p/hour with benefits; grant-funded temporary position

Reports to: RN Women's Health Manager

Manages: none

Dress Requirement: Business Casual

Work Schedule:

Monday through Friday during standard business hours
Times are subject to change due to business necessity

Exempt **Non-Exempt**

Requirements:

- Any combination of 3 years health/social services experience and/or education
- Verifiable good driving record and reliable transportation
- Background check and fingerprinting
- *Bilingual/bicultural (Somali) encouraged to apply*

Key Responsibilities:

- Communicate the purpose of the program, the services provided, and the benefits of those services to the desired population.
- Help patients develop health management plans and goals
- Follow-up with health management/care plans with both patients and providers
- Link patient to resources to help in management of chronic health conditions as needed
- Assist patient in understanding care plans and instructions
- Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place
- Work collaboratively and effectively within a team

- Establish positive, supportive relationships with participants and provide feedback
- Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
- 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
- Facilitate communication and coordinate services between providers
- Motivate patients to be active, engaged participants in their health
- Effectively work with people (staff, clients, doctors, agencies, etc) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions
- Build and maintain positive working relationships with the clients, providers, nurse case managers, agency representatives, supervisors and office staff
- 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
- Identify and apply appropriate role definition and skilled boundaries
- Other duties as assigned

If you are qualified and interested in this position please submit your resume to jwoodard@hofhc.org.