



Cassopolis
Family Clinic Network

Job Posting

Date: 9/2/2020

Title: Community Health Worker

FSLA: Non-Exempt

Location: Cassopolis/Niles

Cassopolis Family Clinic Network is seeking a Community Health Worker. The Community Health Worker is responsible for encouraging patient and provider shared decision-making, promoting healthy patient behaviors that reduce risk, improving medication adherence, furthering patient self-management skills and linking the clinical care provided by the Health Center with community –based social supports.

Principle Duties and Responsibilities:

- Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with all corporate policies and procedures, as well as the mission and values of the organization.
- Ensures all actions, job performance, personal conduct, and communications represent the organization in a highly professional manner at all times.
- Works cooperatively with other staff in coordinating patient care and pursuing team-based approaches to service delivery.
- Conducts Path (Personal Action towards Health) Programs to patients, family members and members of the community.
- Assists in identifying and engaging patients who would benefit from CHW support.
- Provides linkages for services in community partner agencies to support patients/families social needs.
- Establishes trusting relationships with patients and their families while providing support, appropriate accountability and encouragement.
- Conducts comprehensive screening/assessment activities including health status, health risks and social needs factors.
- Engages patients/families in the development/maintenance and activation of a comprehensive treatment and self-management plan.
- Provides ongoing follow-up, motivational interviewing and goal setting with patients/families.
- Assists patient's through the healthcare system including providing information for specialty appointments, contacting insurance companies regarding insurance coverage, DME suppliers and medical suppliers, etc. on behalf of the patient.

- Maintains a commitment to the achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality and excellent customer service philosophy.
- Prints patient MCIR (Michigan Care Improvement Registry) reports from daily schedules for team members.
- Assists patients with identifying programs to assist with the cost of their health care needs by educating patients and/or their representatives about all eligible assistance programs. This includes evaluating eligibility requirements, assisting with the application process, and ensuring the patient can provide the required verification documentation. Seeks to minimize financial loss on behalf of CFCN by enrolling patients in the most beneficial plan they are eligible for.
- Assists patients with enrollment in the Health Insurance Marketplace, Medicaid, Children's Health Insurance Program (CHIP), CFC's Sliding Fee Scale (SFS) Program, and any other available programs.
- Communicates effectively with medical and office staff to ensure questions are answered and issues are addressed regarding patient eligibility, and the financial obligations of the patient.
- Assists team members on various clerical responsibilities i.e. print current patient medication lists, deliver mail to nursing pods, sends emails/faxes on orders or documents, etc.
- Calls for hospital records i.e. emergency room visits or inpatient.
- Duties will require travel to patients' homes throughout CFCN's service area, and occasional meetings or trainings within the State of Michigan. Travel expenses will be reimbursed.
- Attends and successfully completes all required training programs, participates in staff meetings and ongoing training opportunities including but not limited to conference calls, webinars, and conferences.
- Accurately provides required reporting to track goal achievement and client satisfaction.
- Assists in the development and implementation of Community Health Worker initiatives.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Required:

Education:

Previous Certification as a Competency Evaluated Nursing Assistant (CENA) or a Paramedic is preferred.

Experience:

- 2 years prior healthcare experience preferred.
- Knowledge of the healthcare system and how to navigate health services.
- Basic understanding of community resources and health & human services programs, health insurance programs and public coverage options.
- 1-2 years working with at risk populations, healthcare experience preferred,
- Current BLS Certification

Skills:

- Ability to act as a team member.
- Demonstrated business and leadership abilities.

- Excellent reading, writing, understanding and ability to speak the English language and mathematical skills.
- Must possess exceptional accuracy in data entry skills, writing, typing, filing and organizing.
- Ability to work independently of supervision.
- Exercises independent judgement frequently.
- Analytical, organizational, and business skills.

Interpersonal

- Must be self-motivated, able to work independently and as a member of a team.
- Oral and written communication skills at a level typically acquired through an associates' degree in health services.
- Active listening skills
- Ability to speak effectively before groups and actively engage the general public in outreach situations.
- Analytical thinking and independent judgment needed to problem solve or deal with patient exceptions.
- Ability to interact effectively with individuals with diverse cultures with multiple chronic conditions.
- Ability to work respectfully with individuals from varied professional backgrounds to develop and maintain productive partner relations.
- Ability to maintain confidentiality, build credibility and trust with clients/patients.

Skill Level

- Certificate of completion of the MiCHWA program within one year of hire.
- High level of organizational skills.
- Comprehend federal/state laws and regulations relating to healthcare, and corporate policies and procedures.
- Proficient with Microsoft Office software applications, including Outlook, Access, Excel, Word and Power Point.
- Complete Leadership Training for various PATH Programs i.e. Diabetes & Chronic Pain

Travel

- Must have reliable, personal transportation, possess a valid driver's license, and provide proof of auto insurance as required by law.

Reporting Relationships:

Reports to Quality Manager

Working Environment:

- Physical: Works in medical office environment where there are minimal physical discomforts due to temperature, noise, dust and the like for approximately 60% of time, and 40% of time will be spent in the community and performing home visits.
- Must have manual dexterity to be able to drive a vehicle to travel between sites, use a computer keyboard, calculator or phone.
- Requires a normal range of hearing and eyesight to record, prepare, and communicate appropriate reports.
- Requires prolonged sitting (up to 4 hours), and some walking, stooping and bending. Must have the ability to walk upstairs and lift 25lbs or more, carrying supplies and/or equipment.

- At times this position may include periods of extended physical activity, such as walking/standing at community events and/or moving and distributing educational materials.
- Ability to interact with computer screen for up to four-six hours at a time. Some exposure to visual strain due to close inspection of forms, records and computer screens.
- Occasional exposure to communicable disease, unpleasant odors, noise due to clinic and/or data processing activities.
- Work requires the CHW to make home visits, where there may be unpleasant or unsafe living conditions, animals or animal hair, or frequent interruptions.

How to Apply:

For consideration, please send your resume to Tammy Howard, 261 M-62 North, Cassopolis, MI or email to: thoward@cassfamilyclinic.org.