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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Community Health Worker

**Reports To:** Director of Population Health Management

**Supervises:** N/A

**Job Summary:** Provides navigational and community-based assistance to members of the community and serves as a liaison between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery

**Essential Functions of the Position:**

* Provides peer outreach and navigational services to members of the community who may not be cared for by traditional medical institutions
* Collaborates with multiple community-based providers to establish connections with resources to maximize patient health outcomes
* Maintains extensive knowledge of community-based organizations, external resource availability, and eligibility guidelines
* Conducts assessments with patients in the community with a focus on triage and support on identified with social determinates of health (SDOH) or substance use disorder (SUD) needs to coordinate and track referrals to community-based organizations (CBO)
* Operates in a supportive role within an interdisciplinary health care team utilizing an integrated care model
* Coordinates transportation eligibility, scheduling, and other logistics for appropriate Medicaid patients
* Participates in interdisciplinary care conferences to assist in developing individualized plans of care
* Builds trust with patients and community members to provide support, empowerment, and education services
* Educates clients with chronic illness about evidence-based standards of care and self-management of their chronic illness
* Educates patients about the health care system, appropriate sites of care, and self-navigation, all in an effort to help the patient build skills to become self-sufficient and manage their health independently
* Documents work with patients through appropriate record keeping; assists with gathering data relevant to program evaluation as appropriate
* Participates in team meetings and RIDOH Project Meetings
* Serves as liaison between the professional staff and the community, including developing relationships with various stakeholders in the community
* Attends ongoing training for community health workers
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients' demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience:**

* High school diploma or equivalent
* Two (2) years of experience providing information, education, intervention and/or referral services to culturally diverse populations
* Additional training in the medical field with a social service background or demonstrated possession of the competencies necessary to perform the work
* Community Health Worker or Peer Recovery Specialist certification in Rhode Island
  + Certification may be obtained within one year of employment
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills, and Ability:**

* Proficiency in the use of an EMR and knowledge of medical terminology
* Ability to handle high volume and diverse assignments
* Capacity to multi-task, think critically and problem solve
* Clear assessment, creativity, judgment, and decision-making skills
* Ability to take initiative, organize, prioritize, and follow through with work assignments assuring fulfillment of plans and goals
* Excellent interpersonal skills and ability to work with and through others to achieve results
* Excellent written and verbal communication skills
* Must handle the most sensitive and confidential matters with the utmost discretion
* Proficient with technology and use of Microsoft Word, Excel, Outlook, and Web-based applications

**Physical Requirements**

* Prolonged periods of sitting at a desk or standing while using a computer
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination and manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* Lift up to 15 pounds
* State-wide travel and operation of personal motor vehicle
  + Must have a valid driver’s license, clear driving record and proof of auto insurance

**Visual Acuity, Hearing, and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.*

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*August 2022*