Community Health Worker (CHW)

REPORTS TO: Director of Treatment & Care Management

SUPERVISES: None

EMPLOYMENT STATUS: Full-time Regular, Non-Exempt

PRIMARY FUNCTION: Community Health Workers work within the community and in health care settings, empower patients and their caregivers to improve health outcomes by providing culturally sensitive education, support and connection to primary care and community-based social supports.

DUTIES & RESPONSIBILITIES:

* Manage caseload and open minimum expected cases per month (caseload and case opening determined by specific project need).
* The caseload will include but not limited to patients enrolled in the NYS Health Home care management program through the NYP Care Management Agency. As such, the CHW will be trained in and follow Health Home related procedures and documentation.
* Contact all referrals within 24-48 hours, or as determined by specific project, and partner with patient over the term of the Agreement, offering education, home visits, goal setting, and referrals for clinical and social services to all patients.
* Support access, engagement, coordination, and retention in clinical care and community services through linkage, accompaniment, advocacy and coaching.
* Supports chronic disease self-management through health education, harm reduction, motivational interviewing and self-care coaching.
* Follow all HIPAA privacy rules as they relate to personal health information and to documentation.
* Attends all CAN Community Health Worker staff meetings and events.
* Attends local project case management meetings and may attend practice based interdisciplinary team meetings
* Attend all monthly staff, unit, and any strategic planning or trainings required by funded initiative as determined by supervisor and/or funding initiative.
* Attend a minimum of two (2) Agency events for clients and one agency fundraising event every 12 months
* Other duties as required to meet the mission of the agency and/or the Care Management department.

QUALIFICATIONS: Minimum 2 years of CHW experience. Experience facilitating workshops and providing one on one health support and information preferred. Strong oral and written communication skills and computer skills. Comfortable conducting home visits. Able to navigate New York via public transportation. Ability to visit a fifth floor walk-up apartment. Some minor bending and lifting of documents and supplies. Bilingual Spanish preferred. Strong commitment to diversity, equity, and inclusion required. COVID-19 vaccination required.