Sample Community Health Worker Job Description

POSITION SUMMARY:

The Community Health Worker’s (CHW) primary responsibilities are to help patients navigate healthcare, access social service resources and address any unmet social needs. The CHW works closely with the patient’s care team, through an integrated approach to care management and community outreach. The CHW will coordinate community resources, engage patients in their healthcare, advocate for the patient, provide education and assist patients in achieving their goals. CHWs will create connections between vulnerable populations and healthcare providers in their community. This role may work in clinical and community-based settings, including patients’ homes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

* Manage assigned roster of patients and report progress to supervisor.
* Build trusting relationships with patients and their families while providing general support and encouragement.
* Help patients set and work towards achieving personal health-related goals.
* Provide ongoing support to patients, including but not limited to phone calls, home visits, motivational coaching, appointment reminders, appointment support and transportation scheduling.
* Provide education and referrals for services in the community as appropriate.
* Respond to referrals in a timely manner.
* Work closely with physicians, nurses, social workers and other staff to address unmet social needs identified by clinicians and document actions in the care plan.
* Collaborate with the patient’s care team to address barriers to care.
* Research, document and maintain knowledge of community resources.
* Maintain communication with supervisor, making them aware of any issues or concerns promptly.
* Record patient encounters and case activity in the EMR or other tracking database within three days.
* Attend community outreach events and engage with community stakeholders.
* Act as patient advocate and liaison between the patient, their care team and community service agencies.

JOB REQUIREMENTS:

* High school diploma or GED
* Community health worker training certificate preferred

QUALIFICATIONS:

* Excellent interpersonal skills, with strong written and verbal communication.
* Good organizational skills with the ability to handle multiple competing priorities.
* Ability to work independently and make sound decisions.
* Ability to work with a diverse population.
* Proficiency in English and other languages preferred.
* Knowledge of community agencies and resources.
* Ability to plan, implement, and evaluate individual patient action plans.
* Creative and analytical thinking skills.