



**Community Health Worker / Behavioral Health
JOB DESCRIPTION**

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|---------------------|---|-------------------|------------|
| Position Title: | Community Health Worker/Behavioral Health | Exemption Status: | Non-Exempt |
| Job Classification: | | Job Code: | GS 17 |
| Department: | Clinic | | |
| Reports to: | Clinical Care Manager | | |
| Last Update: | October 17, 2013 | | |

Job Summary

The Community Health Worker will provide comprehensive support services to patients with mental health and addiction problems and their families. The position includes patient care in a primary care setting and in the community and will involve direct contact with people requiring empathy and sensitivity. The Community Health Worker will be responsible for establishing and maintaining interpersonal relationships with patients and their families. This individual will function in a multidisciplinary team providing care for patients with addiction, social, and psychological needs and will be provided with intensive and on-going training in these areas and must be trained or willing to be trained in monitoring of vital signs and the use of screening tools. This team is an innovative care model supported by multiple specialists through Project ECHO.

Essential Functions

- Promote the mission, vision, and values of the organization
- Work with other members of the team to assess and address the needs of the clients and family
- Facilitate client access to information, including formal and informal support systems, web based, and print information.
- Make appropriate referrals to health and social service agencies. Referrals may include application assistance and client advocacy within and external to organization.
- Develop, manage, and facilitate support groups as needed (training will be provided)
- Assist clients in obtaining medications through prescriptions assistance programs and other means.
- Provide mental health screenings and perform vital signs assessment as needed under the supervision of licensed medical provider (training will be provided)
- Perform regular visits to provide patient and family support and education
- Collect data and write brief reports to meet evaluation needs of the program.
- Participate in training, continuing education and certification programs.
- Perform other duties as assigned.
- Maintain progress notes
- Attend initial two week orientation and training session at Project ECHO in Albuquerque, NM.
- Participate in tele-ECHO clinics to meet the complex needs of patients
- Function as a primary point of contact for some patients

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

Qualifications

- A high school diploma or equivalent
- Must be from the community that is being served
- A minimum of two years' direct experience
- Must have valid NM driver's license and reliable personal transportation
- Bilingual in English and Spanish preferred
- Experience with navigation of local medical and social support systems preferred

Knowledge, Skills, and Abilities

- Knowledge of community health services
- Strong organizational and interpersonal skills
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours including call hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date