# Community Health Worker/Endocrinology
## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Exemption Status:</th>
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<tr>
<td>Community Health Worker/Endocrinology</td>
<td>Non-Exempt</td>
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<table>
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<tr>
<th>Job Classification:</th>
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<tr>
<td>Patient Care Ambassador</td>
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<th>Department:</th>
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<tbody>
<tr>
<td>Clinic</td>
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<th>Reports to:</th>
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<tr>
<td>Clinical Care Manager</td>
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<tr>
<th>Last Update:</th>
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<tr>
<td>July 7, 2014</td>
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## Job Summary
Provide comprehensive support services to patients with TYPE I and TYPE II diabetes in a primary care setting (and home visits, if applicable). Individual is responsible for patient education in the areas of blood sugar, blood pressure, diet, physical activity, medication adherence, and support systems. This is an innovative care model supported by a/an:
- [✓] Endocrinologist
- [✓] Registered Nurse
- [✓] Nephrologist
- [✓] CDE
- [✓] Pharmacist
- [✓] CHW
- [✓] Administrative Diabetes Team at Project ECHO

Functions as a two-person team with a Provider

## Essential Functions
- Work with Clinician to assess and address client’s needs.
- Facilitate client access to: information, formal and informal support systems, web based and print information.
- Weekly communication with Project ECHO Community Health Worker.
- Develop, manage, facilitate, support groups as needed.
- Assist Clients in obtaining medications through prescription assistant programs and other means.
- Provide depression screening, foot education, blood pressure education.
- Perform regular home visits to provide patient and family support and education, if applicable.
- Collect data and write brief reports to meet evaluation needs to the ECHO program.
- Attend 1-week orientation and training session at Project ECHO in Albuquerque, New Mexico.
- Participate in a weekly 1.5 hour tele-ECHO clinic, to meet the needs of patients, including presenting case studies.
- Work with IT personnel to establish computer settings and video connections via network.
- Function as a primary point of contact for 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.

Professional Requirements

- Must be from the surrounding area (Roosevelt and Curry Counties)
- High School Diploma or equivalent
- Two years direct experience
- Must have a valid NM driver’s license
- Must have reliable Personal Transportation
- Able to travel occasionally throughout the state
- Project ECHO CREW training Certificate of Completion or ability to obtain Project ECHO CREW training within one year of hire
- Experience with navigation of local medical systems and community resources
- Bilingual (English/Spanish) Preferred

Knowledge, Skills, and Abilities

- Knowledge of medical assisting duties
- 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/electronically
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular 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 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