



Tri-Town
Community Action Agency
Helping people. Changing lives.

COMMUNITY HEALTH WORKER

Posted May 19, 2017

The Community Health Worker (CHW) is responsible for helping clients and their families navigate and access community and healthcare services and adopt healthy behaviors. The CHW supports the medical home model through an integrated approach to care management and community outreach with the goal of improving health outcomes for chronically ill clients. The CHW works with the client's healthcare team including primary care provider, hospital staff, caregivers and other community supports to improve access to and compliance with the treatment goals. The CHW provides care primarily in the client's home or residence, hospitals, medical offices and other community locations. CHWs use the results of assessments, screenings and knowledge of community resources to help clients overcome social and behavioral barriers to care.

Primary Duties: Responsible for establishing trusting relationships with clients and their families while providing general support and encouragement; Provide ongoing follow-up, basic motivational interviewing and goal setting with clients/families; Follow-up with clients via phone calls, weekly home visits and visits to other settings; Assist clients to increase health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy; Conduct intake interviews with patients, including enrolling and/or referring clients to their primary care provider, and for services to community agencies as needed; Assist clients with scheduling and finding transportation to medical appointments, and attend appointments with clients as appropriate; Work closely with medical providers including providing written reports of client progress to help ensure that patients have comprehensive and coordinated care; Maintain extensive knowledge about community resources appropriate to needs of clients including transportation, home care, home modifications and social supports; Provide consistent communication to the Health Team Nurse regarding the client's health status, barriers to good health and progress towards goals; Act as a patient advocate and liaison between the client and community service agencies; Complete timely and accurate documentation of program activities and client health status; Attend regular staff meetings, trainings and other meetings as required; Manage assigned caseload of clients; Perform other related duties as assigned by Tri-County Community Action Agency management staff.

Experience/Skills Preferred: Ability to communicate effectively, verbally and in writing; Ability to establish and maintain effective working relationships; Ability to

operate computers and other office equipment; Ability to write reports and maintain records; Ability to handle sensitive and confidential matters with discretion and tact; Ability to interact with the public, health care providers, and community organizations, and social service agencies; Ability and willingness to provide emotional support, encouragement and motivation to clients; Confidence to communicate and outreach to other community health organizations and personnel;

Minimum Education or General Requirements: Bachelor's degree with an interest in behavioral, community or public health; Experience working in a community setting preferred; Experience working with diverse customers or clients; Certified Community Health Worker preferred; Bilingual (Spanish/English) preferred

Licenses, Registrations Certifications: Must have a valid driver's license, clean driving record, and reliable transportation. This position requires working in the community as well as office-based activities.

APPLICATION PROCESS: Cover letter and resume due to Tri-County Community Action Agency at apply@tricountyri.org; fax to 401-351-6611; mail to Tri-County Community Action Agency, 1126 Hartford Avenue, Suite 201, Johnston, RI 02919.

Tri-County Community Action Agency is an Equal Opportunity and Affirmative Action Employer. Tri-County does not discriminate in employment practices on the basis of race, color, sex, religion, age, national origin, sexual orientation, gender identity or veterans' status.