



Work where you make a difference!

Community Health Worker

Position Description:

The Community Health Worker (CHW) is a patient advocate, helping patients and the community gain access to resources, including health insurance, food, housing, quality care, and health information.

The CHW will work closely with medical providers, primary care teams, and other agencies to improve patient care and outcomes.

The CHC also works as an Outreach & Enrollment, Certified Application Counselor (CAC) for the Affordable Care Act, responsible to help patients of Eastport Health Care and non-patient residents of Washington County managing eligibility and enrollment in the Marketplace and the sliding fee program at Eastport Health Care.

Minimum Entrance Requirements:

1. Associate's Degree or equivalent in work history experience.
2. Valid driver's license, clear driving record, and personal vehicle insurance coverage.
3. Presentations, and Public Speaking.
4. Ability to work with other employees, patients, and the general public.
5. Must be able to breakdown, transport, and setup office equipment.
6. Able to utilize all office equipment such as scanners, lap tops, fax, and copy machines.
7. Proficient in Windows, Outlook, Microsoft, and PDF files.

For more information or to submit a resume, please contact Elaine Curtis, HR Manager at 207-853-0181 or ecurtis@eastporthealth.org. For a complete job description visit www.eastporthealth.org/jobs/

Eastport Health Care is an equal opportunity employer and provider, and is committed to honor justice, equity, diversity and inclusion among our staff, patients and the community that we serve.

Eastport Health Care, Inc.
PO Box H /30 Boynton St.
Eastport, Maine 04631
(207) 853-6001

JOB DESCRIPTION

Title: Community Health Worker, Diabetes

Position Category: Hourly / Non-exempt

Supervisor: Certified Diabetes Educator

Position Description: Community Health involves providing health and wellness education under the guidance of the Certified Diabetes Educator and facilitates classes according to the organization's guidelines. The Community Health Worker also works as a navigator and locates "at-risk" patients that are particularly isolated within their community through outreach work at the senior center, food pantry, and referrals from community agencies and providers; helps patients and families to understand care options; works with family members and caregivers to mobilize resources around housing, food insecurity, peer support, and transportation. Community Health Workers help coordinate patient care, connect patients with resources, help patients understand the healthcare system, and helps to manage paperwork. A Community Health Worker is a member of the healthcare team who helps patients "navigate" the healthcare system, and supports patients while they learn to self-navigate. Community Health Workers will work closely with medical providers, primary care teams, and other agencies to improve patient care and outcomes.

All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.

Duties/Responsibilities:

- Provides 'bridge support' for patients needing information on low-income housing, food pantry, heat assistance etc.
- Convey the purposes and services of a program to the user population and the impact that program or service would have
- Help patients develop health management plans and goals
- Follow-up with health management/care plans with both patients and providers
- Coach patients in effective management of their chronic health conditions and self-care
- Assist patient in understanding care plans and instructions
- Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place
- Work collaboratively and effectively within a team
- Serves as a liaison between the client, physician, community agency, and health center; and is actively involved in all areas of care coordination and case management.

- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Coach patients to become advocates for their own care, and to self-navigate the healthcare system.
- Build awareness of Community Health Worker services.
- Attend Lifestyle coach training for Diabetes Prevention Program and Healthy Living for me.
- Provide administrative assistance for Diabetes Prevention, Diabetes Education, and Chronic Care program.
- Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; volunteer resources and the practices associated with using volunteers, operations, functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations

Minimum Entrance Requirements:

1. CNA, CMA, or equivalent in work history experience in health or social services.
2. Valid driver's license, clear driving record, and personal vehicle insurance coverage.
3. Presentations, and Public Speaking.
4. Ability to work with other employees, patients, and the general public.
5. Able to utilize all office equipment such as scanners, lap tops, fax, and copy machines.
7. Proficient in operating computer programs and learning new programs.

Essential Functions:

COMPREHENSION: Understands and applies non-routine verbal and/or written instructions.

ORGANIZATION: Organize and prioritize individual work schedule to manage multiple task and/or projects

DECISION MAKING: Makes decisions that have a significant impact on the clinics credibility, operations and/or service.

COMMUNICATION: Communicates and explains a variety of information

PHYSICAL REQUIREMENTS: keyboard operation. Ability to lift 25-40 lbs. Visual acuity for extended periods of monitor operation. Walking/Standing/Bending/Kneeling/Squatting-independently mobile. Ability to use interfaced communication devices (electronic medical records, telephone, internet, etc.) speaking, hearing.

Signature

Date

Supervisor

Date