

Title: Diabetes Paraprofessional CHW

Position Category: Hourly / Non-exempt

Supervisor: Certified Diabetes Care and Education Specialist

Position Description: Community Health involves providing health and wellness education under the guidance of the Certified Diabetes Care and Education Specialist and facilitates programs according to the organizations guidelines. The Diabetes Paraprofessional CHW also works as a navigator and locates “at-risk” patients that are particularly isolated within their community through outreach work with the food pantry and referrals from community agencies and providers; helps patients and families to understand care options; works with family member’s and caregivers to mobilize resources around food insecurities and diabetes care. Diabetes Paraprofessional CHW 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 organizations successful care of our patients/clients.

Duties/Responsibilities:

- Convey the purpose and service of a program to the user population and the impact that the 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 patients 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.
- Maintains strictest confidentiality and adheres to all HIPAA guidelines/regulations.
- Coach patients to become advocates for their own care and to self-navigate the healthcare system.
- Provide administrative assistance for Diabetes Prevention, Diabetes Education and Chronic Care Management.
- Encourage referrals to accredited or certified DSMES and CDC-recognized lifestyle change programs.
- Gain insight into culture understandings of prediabetes and diabetes and educating community members about these conditions.
- Utilizing culturally connected strategies like teach-backs, to confirm that individuals understand the information provided by the diabetes educators and other healthcare professionals.

- Participating in data collection, program evaluation, and continuous quality improvement initiatives.
- Providing ongoing support to connect people with prediabetes or diabetes to community resources that address social determinants of health.
- Supporting culturally informed changes to daily routines around healthy eating, being physically active, managing stress and other self-care behaviors.
- Lead culturally and linguistically competent education to promote health lifestyles, preventive screenings and primary care.
- Conduct participation education to encourage individuals to enroll in DSMES programs or CDC-recognized lifestyle change programs.
- Complete 15 hours of Diabetes Continue education annually- ie: webinars, conferences, or online courses.
- Complete Lifestyle Coach training and deliver classes for the National Diabetes Prevention Program.

Minimum Entrance Requirements:

- CNA, CMA or equivalent in work history experience in health or social services.
- Valid driver’s license, clear driving record and personal vehicle insurance coverage.
- Ability to work with other employees, patients and the general public.
- Ability to utilize office equipment’s such as scanners, laptops, fax machine and copier.
- Proficient in operating computer programs and learning new programs.

Essential Functions:

Comprehension- understands and applies non-routine verbal and or written instructions.

Organization- ability to prioritize individual work and multitask when needed.

Decision Making- makes decisions that have a significant impact on the clinics credibility, operations and or services.

Communication- ability to communication and explain a variety of information effectively.

Physical Requirements- Ability to lift 25-40lbs, visual acuity for extended periods of monitoring operations, walking, standing, bending, kneeling, squatting and the ability to use interfaced communication devices(electronic medical records, telephone, internet).

Signature _____

Date _____

Supervisor _____

Date _____