



ENGAGING SOLUTIONS

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Position Description

Position Title:	Community Health Worker (Certified)
Reports to:	Project Manager
Position Status:	Non-Exempt
Salary Range:	\$15 - \$18/hour

Position Objective:

Responsible for ensuring that appropriate member treatment plans are followed on complex cases and for proactively identifying ways to improve the health of our members and meet quality goals.

Position Responsibilities (but are not limited to):

- Coordinates follow-up care plan needs for members by scheduling appointments or enrolling members in programs.
- Assesses member compliance with medical treatment plans via telephone or through on-site visits. Identifies barriers to plan compliance and coordinates resolutions.
- Identifies opportunities that impact quality goals and recommends process improvements.
- Recommends treatment plan modifications and determines need for additional services, in conjunction with case management and provider.
- Coordinates identification of and referral to local, state or federally funded programs.
- Coaches members on ways to reduce health risks.
- Prepares reports to document case and compliance updates.
- Establishes and maintains relationships with agencies identified in appropriate contract.
- Provides education to members regarding all services available.
- Participates in cross-functional teams on projects, initiatives, and process improvement activities.
- Maintains the confidentiality of all sensitive information. Accountable to understand role and how it affects utilization management benchmarks and quality outcomes

Knowledge/Experience:

- **High School Diploma or equivalent GED. AD preferred**
- Two (2) - four (4) years of related experience; or any combination of education and experience, which would provide an equivalent background.
- Working knowledge of community based populations, medical conditions and/or disabilities.
- Ability to obtain a valid Indiana driver's license and access to reliable transportation.
- Must have strong interpersonal and communication skills.
- Must be able to communicate effectively with people from a diverse socio-economic levels and backgrounds.

- Must have good organizational skills.
- Must be able to work independently and effectively with others.
- Ability to handle protected health information and personally identifiable information in accordance with HIPAA requirements.
- Certified nurse assistant or certified medical assistant and/or BS/BA degree in a related field preferred. Bilingual candidates preferred.
- Community Health Worker Certification required.

Core Competencies:

- Excellent interpersonal skills
- Strong organizational ability
- Experience with working in a diverse setting
- Experience with working in a direct services environment and community-based setting
- Effective problem-solving abilities
- Organization skills
- Flexible
- Highly developed and effective oral or written communication skills
- Ability to communicate with individuals for varied management and background levels
- Excellent interpersonal
- Team working skills
- High degree of computer literacy is required

Physical Demands/Work Environment:

Ability to continuously stand or walk. Ability to bend, climb stairs with the potential for frequent lifting. Ability to lift up to 25 pounds, occasionally. Vision and Communication skills.

The remote position requires the individual to work from home or established work site. Must have dedicated space within home to operate fully. The position requires frequent driving which requires the ability to sit for long periods of time. Must be able to operate a motor vehicle which requires sitting for long periods of time driving. Must have visual acuity to operate motor vehicles.

The position may require employee to conduct home visits in members' homes which requires the individuals to obtain and exchange information and assist the member with resolving simple to complex issues related to their accessing their health care benefits. The work requires frequent communication which requires ability to express self and receive information. Employee must exercise problem solving skills, caution when entering homes to ensure safe environment.