

## Job Description

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| <b>Job title:</b>    | <b>Community Health Worker/Outreach Coordinator</b> |
| <b>Reporting to:</b> | <b>Practice Manager, Care Management</b>            |
| <b>Department:</b>   | <b>Care Management</b>                              |
| <b>Hours:</b>        | <b>Full-time</b>                                    |

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### Purpose of the position

The Community Health Worker (CHW) will be responsible for helping patients and their families to navigate and access community services, other resources, and adopt healthy behaviours. The CHW supports providers and the Care Management Team through an integrated approach to care management and community outreach. Following the Centers for Medicare and Medicaid Services (CMS) guidelines the CHW will promote, maintain, and improve the health of patients and their family by providing social support and informal counselling, advocate for individuals and community health needs. The CHW will support the Michigan Department of Health and Human Services (MDHHS) State Innovation Model (SIM) which provides for the screening, assessment and referral of target population by clinical healthcare services, behavioural health services and social services to address Social Determinate of Health needs. The CHW will also be responsible for conducting practice based outreach to patients deemed appropriate for care management services in order to engage them in care management. The CHW will be responsible for providing Self Management Support education to United Physician's PCMH practices and serving as a resource to those practices.

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### Responsibilities & duties

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Encourage a community-centered health focus, fully linking clinical practice with community resources and population health interventions.
- Support the care delivery foundation in Michigan including team-based care, advanced access, care management, self-care support and core HIT functions
- Provide ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
- Coordinates referrals to providers for Disease Case Management for members with chronic health conditions.
- Conduct intake and interviews with patients via phone calls, and facility visits where patients can be found. Assist patients with completing applications and registration forms.
- Conduct eligibility determination, enrollment and follow-up with uninsured patients.
- Help patients set personal goals, and attend appointments. Provide referrals for services to community agencies as appropriate. Transporting patients is **strictly prohibited**.

- Exhibit excellent working relations with patients, visitors and staff, effectively communicating United Physician's mission.
- Work closely with the medical provider to help ensure that patients have comprehensive and coordinated care.
- Follow-up with patients should be continuous from initial identification through closure.
- Work cooperatively with other clinical personnel assigned to the same patient.
- Be knowledgeable about community resources appropriate to needs of patients/families
- Act as a patient advocate and liaison between the patient/family and community service agencies (i.e., schools, Department Human Services, Health Care for Homeless, hospitals, support groups, etc.).
- Record patient care management information in the EMR and other software no later than 24 hours after patient contact.
- Attend regular staff meetings, training and other meetings as requested. Manage assigned caseload of patients and other duties as assigned.
- Educate practices on Self-Management Support and serve as a subject matter expert resource in alignment with the Patient Centered Medical Home
- Serve as an ambassador for United Physicians with our member practices by consistently demonstrating professionalism and customer service excellence.

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#### Qualifications

- Bachelor Degree in the Human Services and Health-related field is preferred, or an equivalent combination of education and experience from which comparable knowledge, skills, and abilities can be acquired.
- Successful completion of a Community Health Worker formal training programs such as from a college or other educational institution is preferred.
- Excellent written and oral communication skills required.
- Experience working in a multi-cultural setting.
- Experience working in a community-based setting for at least 1 to 2 years preferred.
- Knowledge of some medical terminology preferred.
- Basic computer skills.
- Ability to initiate and maintain positive working relationships with United Physician staff and other organizations.
- Understand the community served - community connectedness.
- Ability and willingness to provide emotional support, encouragement, and motivation to patients.
- Care management and patient self-management training consistent with local standards
- Past use of multiple electronic medical records applications
- Knowledge of CPT billing codes
- Valid driver's license and reliable transportation

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#### Performance Skills

- Able to engage patients, family, caregivers, other members of the Care Management team and the client practice PCMH team in a common understanding of each patient's individual plan for health
- Sensitive to cultural, linguistic, and psycho-social barriers to successful self management and implementation of the individual care management plan
- Creates sense of empowerment on the part of patients, family and caregivers
- Able to work in client practices with limited direct supervision
- Manages multiple and conflicting priorities
- Able to resolve customer inquiries and complaints in a timely manner and consistent with corporate policy
- Extroverted personality that enjoys interacting with new people from different backgrounds
- Maintains professionalism in appearance and interactions with patients and practices

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#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.