



<b>Job Title:</b>	Certified Community Health Worker
<b>Reports To:</b>	Chief Advocacy Officer
<b>FLSA:</b>	Non-exempt
<b>Days/Hours of Work</b>	This is a full-time position with a flexible work day/week schedule. The Company's business hours are Monday through Friday, 8am to 4:30pm. The nature of this position may, at times require longer hours and weekend work.
<b>Location</b>	Jackson St. Site

**Single Mission, Multiple Impact**

*When we say we want to improve community health, we mean it.*

As a Community Health Center, we believe that a healthy community starts with a healthy home. As health advocates, we work to see beyond our singular mission of providing accessible healthcare to all, to truly impact the heart of our community on multiple levels. We are from the communities we serve, and we feel it is our responsibility to broaden the scope of health from the home, to our neighborhoods, and the community at large. We are envisioning community health for all.

**JOB PURPOSE**

Certified Community Health Workers (CCHW) provides a unique role in patient care and engagement. The CCHW designation is an entry-level credential for front-line health workers who, by virtue of their trusted status in the community, serve as a liaison, link and intermediary between health services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. As CCHWs, you will build working relationships with patients and support resources to solve problems that help patients "navigate" the maze of clinics, administrative systems and support services they may require for their health needs. CCHWs helps to reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing them to establishing or maintaining primary care health services with Community Health Northwest Florida or other area sources of emotional, financial, administrative, or cultural support.

**ESSENTIAL FUNCTIONS**

- Cultural advocate for community resources between communities and health and human services system;
- Culturally appropriate health information;

- Advocating for individual social services;
- Identifying individual and community connection resources;
- Provide proactive social coordination of patient care, such as transportation, food insecurity, housing and other social determinant of health barriers;
- Effectively develop relationships with different groups of people that include, but is not limited to: patients, healthcare teams and resource providers;
- Convey the purposes and services of a program to the patient and the impact that program or service would have;
- Explain and refer patients for the sliding fee scale (“SFS”) program and to assist the patient with sliding fee scale form;
- Assist patients with dental referrals that are approved on SFS and send the referrals as appropriate;
- Find creative solutions to patient barriers and needs that may require initiative and creative thinking to locate the appropriate resource;
- Identify barriers to general health and well-being, such as housing, transportation and access to food and recreation, rather than specific health conditions.
- Provide information to support patients while they learn to self-navigate;
- Educate, build rapport and awareness among the social and healthcare resources;
- Work in multiple community settings such as nonprofit community-based organizations, faith-based ministries, and grassroots organizations;
- Provide social resources to structured clinical teams;
- Conduct on-the-ground outreach and provide health information within the community, at community events or at clients home, if applicable;
- Willingness to willing to speak up and out against unhealthy relationship behaviors and to support victims and survivors in restoring safety and autonomy;
- Coordinate and represent organization at resource fairs at various neighborhoods, housing communities, schools etc;
- Offer unbiased resource and services for diverse community needs;
- Engage in community meetings when appropriate;

- Advocate on behalf of the needs of the community and redistribute information to appropriate community health staff;
- Empower patients to navigate the healthcare system on their own through coaching patients to become advocates for their own care, how to self-navigate the healthcare system and model behaviors such as checking on appointments or arranging assistance;
- Maintain communication to locate patients who are “at risk” for barriers to treatment;
- Other tasks as needed to support the ongoing functioning of the organization.

### **SUPERVISION**

Not Applicable

### **OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **MINIMUM REQUIREMENTS**

- High School Diploma/GED
- Current Florida Board Certified Community Health Worker (CCHW); OR
- Must obtain CCHW certification within the first (6) month of employment
- Previous experience providing community outreach, referral and/or social services to diverse individuals;
- Shows initiative and assertiveness in engaging with people;
- Strong communication and customer service skills;
- Proficient with verbal and nonverbal communication skills;

### **PREFERRED EDUCATION AND EXPERIENCE**

Experience working in a Federally Qualified Health Center (FQHC), healthcare or social setting.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrates ability to problem solve and execute to achievement;
- Demonstrates customer/client focus;
- Ability to learn Electronic Health Records and use productively, efficiently and accurately;
- Knowledge of Community Health NWF and its services;
- Knowledge of social services available in Escambia and Santa Rosa counties;

- Skill and ability to work with diverse populations including illiterate, non-English speaking; poverty and low-income individuals and families;
- Skilled and able to demonstrate verbal and written proficiency in communications;
- Proficient in multi-tasking and time management;
- Proficient in Microsoft Suite (i.e. Word, Excel, Outlook, PowerPoint, etc.).

### **PROFESSIONAL ATTRIBUTES**

- Professional and business style that positively represents the organization;
- Flexibility;
- Unquestioned integrity;
- Strong planning, organizational and time management skills;
- Ability to work independently;
- An orientation and commitment to deadlines and details;
- Demonstrated ability to work effectively with staff and employees at all levels;
- Able to interpret complex rules and regulations;
- Ability to manage a diverse and demanding workload;
- Must have the demonstrated ability to deal with highly confidential information;
- Follow-up with health and social management care plans with both patient/client and providers;
- Assist patients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and social services;
- 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, operations, functions, policies and procedures associated with a service program area, procedures and resources available to handle new, unusual or different situations;
- Identify and apply appropriate role definition and skilled boundaries;
- Other duties as assigned.

### **WORKING ENVIRONMENT**

This job operates in community environment. This role routinely uses standard office equipment such as computers and phones.

### **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**PROFESSIONAL EXPECTATIONS AND COMPETENCIES**

**Dignity & Respect.** No matter the circumstance, we treat everyone with the utmost respect they deserve in a professional manner.

**Quality.** Our promise is to deliver uncompromising quality care and service to all our patients.

**Compassion.** We are caregivers first, serving the needs of our patients in a welcoming and positive environment.

**Empowerment.** We empower people to be proactive in their care and envision their own picture of health.

**Community.** Our responsibility to our community is what drives us forward.

**Commitment.** We are committed each and every day to bring our vision of a healthy community to life.

**AT- WILL EMPLOYMENT**

Community Health NWF is an At-Will employer. This means that either you or Community Health NWF can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Chief Executive Officer of Community Health NWF.

**ACKNOWLEDGMENT**

My signature below attests and acknowledges that I have received and accepted this job description and I am responsible for performing the essential functions of the position. My signature acknowledges my commitment to our Mission, Value and Creed statement of our organization. I also understand this job description may be changed or amended at the discretion of Community Health NWF.

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**Employee Printed Name**

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**Date**

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**Employee Signature**