

Community Health Liason

Job Locations US-MI-Flint Community Health Liason

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Job ID 2020-1545 Category Resident Services Shifts Various (Days, Afternoons, Midnights, Weekends) Type Full Time (40+) per week

Overview

The Community Health Worker (CHW) will work to promote, maintain and improve the health of local residents. The CHW will work closely with the patients' medical providers, care teams and other agencies to improve patient care outcomes. They will facilitate access to community services by connecting them to the vulnerable patient population, and will navigate patients to additional services such as mental health counseling, nutritional counseling and clean water resources.

Responsibilities

General responsibilities

- Establish trusting relationships with patients and their families as they work collaboratively and effectively with the Hamilton clinical team.
- Provide ongoing interviewing, goal setting and follow-up for patients and their families.
- Effectively communicate Hamilton's mission in establishing relationships with medical staff and patients
- Act as patient advocate and liaison between the patients and community service agencies.
- Assist patients in overcoming barriers to obtaining needed medical care and/or social services.
- Connect patients with transportation resources when appropriate.
- Work with Customer Service Representatives to assist with the completion of required information such as enrollment, eligibility determination and overall follow-up. Assist in the completion of applications and registration forms when needed in order to expedite care.
- Record and track patient care management information. Assess patient information to identify patterns and/or trends.
- Maintain knowledge of community resources to assist in meeting the needs of Hamilton patients and their families.
- Provide referrals for community services as appropriate.
- Assist patients in the development of health management plans and personal care goals. Coach patients in effective management of their chronic health conditions and self-care. Motivate patients to be active and engaged in their health care.
- Attend regular staff meetings, trainings and other meetings as required.
- Attend and participate in all appropriate meetings and training opportunities in order to keep informed on current information and skill development.
- Follow established policies and procedures including but not limited to:
 - Presbyterian Villages policies and procedures.
 - Safety policies and procedures.
 - Federal, state and local regulations.
 - All other duties as assigned

Qualifications

Education: High School Diploma required

Experience: Two (2) or more year's experience working in a clinical environment.

Computer Skills:

Must be able to operate a computer Proficient in Microsoft Office Software

Certificates & Licenses:

Successful completion of a Community Health Worker formal training program such as from a college or other educational institution preferred.

Other Requirements:

Ability to work flexible hours including occasional evenings and weekends