

Community Health Worker – APPLY ON INDEED.COM

[Hamilton Community Health Network](#)

Flint, MI 48505

The Community Health Worker (CHW) will work to promote, maintain and improve the health of Hamilton patients and their families. 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 Hamilton's vulnerable patient population and will navigate patients to additional services such as mental health counseling, nutritional counseling, and clean water resources.

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, training, and other meetings as required.
- Other duties as assigned or requested.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain confidentiality in all matters.
- Ability to communicate with patients to resolve issues.
- Flexible, with the ability to work independently and with minimal guidance.
- Strong oral and written communication and presentational skills.
- Excellent interpersonal and customer service skills, to effectively and tactfully deal with a diverse group of patients, staff, customers, and community groups.
- Must be able to travel with use of a personal vehicle.
- Must possess the ability to read and interpret documents.
- Must possess the ability to write routine reports and correspondence.
- Must possess the ability to speak effectively before groups and actively engage the general public in outreach situations.
- Must possess the ability to interact respectfully with diverse cultural and socio-economic populations.
- General computer proficiency.
- Ability to communicate effectively with diverse populations.

Education and/or Experience

High School Diploma

Two (2) or more years experience working in a clinical environment.

Successful completion of a Community Health Worker formal training programs such as from a college or other educational institution within six (6) months of hire.

Preferred:

Bachelor's Degree in Healthcare, Community Outreach or Social Services

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear.
- The employee frequently is required to stand, walk, sit; use hands to handle or feel; reach with hands and arms; and stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision requirements include the ability to see at close range.
- At times, may require more than 40 hours per week to perform the essential duties of the position.
- At times, may require working weekends and evenings.
- Fine hand manipulation (keyboarding).
- Travel between sites using own vehicle.

Work Environment

Work is partially performed (60%) in normal, pleasant office environment. A portion of work time (40%) will be spent performing in-field outreach and enrollment assistance activities. Duties will require travel throughout the Health organization's service area. Travel expenses will be reimbursed.