



JOB DESCRIPTION

POSITION: Population Health Community Health Worker
Reports to: Population Health Director
Approved: 1/10/24
Revised: Nursing
Department: Non-exempt
FLSA:

Basic Function: Under the direction of the Population Health Director, the Community Health Worker (CHW) will execute a variety of outreach, patient education, and patient engagement activities across the Canyonlands organizational structure and within the community and clinic they are assigned to. Community Healthcare Workers will be working primarily in their assigned clinic with specific target populations designated by Value Based Contracts under specific health plans. CHW's will work closely with medical providers, primary care teams, and other agencies to improve patient care and health outcomes through value-based clinical measures.

Essential Functions:

1. Work closely with the Population Health Director and the Chief Medical Officer to establish and execute a workflow in the clinic to ensure that each patient of the target population experiences a positive patient experience before, during, and after each clinic visit.
2. Will be responsible for proactively identifying specific measures with each patient of the target population that will improve health outcomes. Additional responsibilities will be assisting the patient, support staff, and provider to have the ability to perform the desired treatment and care. This could be ensuring awareness of the need, proper appointment duration, necessary documentation, and helping to eliminate barriers for providers and patients.
3. Collaborates with the health care team responsible for patient care to implement and monitor appropriate clinical care, quality measures, and other screenings to meet the needs of the patient. Establishes personal relationships with the patient face to face at the time of the visit.
4. Contacts patients in person, by phone, or in writing to ensure they have the ability to complete recommended actions from providers and care teams. Monitors patients to evaluate proper use of remote monitoring equipment, and ensures reported results provide a true and accurate representation of the patients' condition. Assists in retrieving follow-up documentation for completed actions. Ensures that follow up appointments are scheduled before the patient leaves the clinic.
5. Provide health education in the client's least restrictive environment to include but not limited to home visits. Provides technical assistance and consultations with family and staff.
6. Provide patients with self-management skills and educational information needed so they can be full participants in their own treatment and care. Help to foster autonomy with each patient to make health decisions based on quality, accessible, and equitable care.
7. Maintains log of all patient contact. All contacts are logged in the patient's EHR.
8. Interpret, translate, and provide cultural mediation related to patient's needs.
9. Assists with monitoring of quality improvement elements for the Population Health CHW Team, including establishment of program measures and implementation of action plans. Will provide feedback and accountability on report of findings and trends within the scope of these action plans and improvement activities.
10. Reviews and understands strategies to assist patients with accessing appropriate levels of care.
11. Complies with CHC Standards of Conduct, Code of Conduct, and Corporate Compliance.

Secondary Functions:

1. Understands role in Disaster Plan and that safety is a condition of employment.
2. Follows CHC's policies and procedures.
3. Serves on various CHC and community committees as required/requested.
4. Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remain current.
5. May travel to other sites to provide coverage.
6. Other duties as assigned.

Minimum Qualifications:

1. Ability to perform each essential function duty satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. High School Diploma or equivalency.
3. Previous experience working in a medical setting as an active team member.
4. Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.
5. Has a working knowledge of medical health conditions.
6. Has strong communication skills.
7. Has the ability to help design and implement clinical pathways and protocols for treatment of selected chronic conditions.
8. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Canyonlands Healthcare security and privacy policies.
9. CPR certified (BLS).
10. Possess a valid drivers' license.
11. Ability to read, write and speak English.

Preferred Qualifications:

1. Two (2) years of directly related experience.
2. Bi-lingual (English/Spanish/Navajo) language skills.
3. Knowledge of Microsoft programs with the ability to effectively communicate using Outlook.

Appearance Standards:

This position shall follow the appearance standards as outlined in Canyonlands' Personnel Policy "*Personal Appearance*".

Physical Requirements:

Dental Staff - All Levels				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision - near				X
Vision – w/assistance				X
Walk			X	
Sit			X	
Handling				X
Reach outward			X	
Reach above shoulder			X	
Climb	X			
Crawl	X			
Squat/kneel		X		
Bend		X		
Lift/Carry				
10 lbs or less		X		
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs		X		
Over 100 lbs	X			
Push/Pull				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs		X		
41-100 lbs	X			
Not applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hrs per day)			
Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hrs)			
Constantly	Position requires this activity more than 66% of the time (5.5 hrs +)			

OSHA CATEGORY CLASSIFICATION:

I understand that the duties that are required of me place me in a Category I.

While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

Travel ☒ is ☐ is not required. It is anticipated that travel will be: ☐ 5% – 10% ☐ 50%-75%
☐ 10% – 25% ☐ 75% - 90%
☒ 25% – 50%

Canyonlands requires all staff to be vaccinated for Flu, Hep B, MMR, Tdap, Covid-19, and Varicella. New employees must be screened for Tuberculosis.

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. **Canyonlands will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.		
Print Name	Signature	Date