

# COMMUNITY HEALTH WORKER

## **JOB PURPOSE AND SUMMARY**

A paraprofessional classification that provides culturally competent and relevant community/public health services. The work may encompass basic clinical assessments based on standard criteria or protocols, basic health education, outreach services and referrals for individuals, families, groups, and communities. Position incumbents are expected to apply knowledge of topical public health areas and health behaviors that promote positive health outcomes in one-on-one work or group situations involving people of diverse backgrounds and cultures. Position incumbents are under the supervision of a Program Manager, but receive specific direction and assignments from a professional who reviews work for competence and conformance to established policies and procedures.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

- Using specific program guidelines or tools, collect data for use in assessing individual, family, group or community needs for public health services; introduce specific health programs, refer for care, and enroll clients in relevant programs.
- With guidance from professional staff, teach culturally appropriate hygiene skills and behaviors in an age-appropriate manner to promote positive health outcomes.
- Teach culturally appropriate safety and basic health behaviors as determined by the professional staff assessments and stated in individual care plans.
- Share community perspectives and needs with other staff and manager.
- Assist clients in the identification of barriers to accessing care and to making behavior changes which positively impact their health or the health of others.
- Help individuals and families learn to access health and social services.
- Act as a client advocate, linking clients with preventive and restorative health care or community services.
- Conduct selected health screening procedures under the supervision of a Public Health Nurse (PHN) or other professional staff.
- Track clients and provide follow-up on clients who do not respond to letters, telephone calls and/or are lost to service.
- May provide community based public health clinical services such as directly observed therapy (DOT), HIV testing and counseling or other home/field services under the supervision of a PHN or other appropriate professional.
- Assist in the preparation of necessary reports, records and other documentation.
- Participate in program specific or department program evaluation activities.

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- Perform other related duties as requested by the supervisor or manager.
- May be called upon to respond in a public health emergency.

## **QUALIFICATIONS**

### **Education and Experience:**

- High school diploma or GED
- 2 years of experience or training in a health related setting is desirable
- Some positions may require oral and written fluency in both English and the language of the community being served
- Any satisfactory combination of education, experience and training which ensures the ability to perform the work will be considered.

### **Knowledge of**

- General health and public health (i.e. human behavior, growth and development, oral health, communicable disease, nutrition, harm reduction, etc.)
- Community resources
- Traditions, customs and health beliefs of the community being served.

### **Skills**

- Operate equipment for measurements of health indicators as required by program
- Learn and effectively communicate basic public health information to diverse populations
- Effectively communicate orally and in writing with a wide range of persons
- Oral and written fluency in a non-English language may be required for some positions
- Establish and maintain effective working relationships with clients, staff, colleagues, key stakeholders, community groups, other professionals, and the general public
- Provide culturally and linguistically appropriate services to persons of various cultures and backgrounds
- Exercise initiative, tact, discretion, and judgment in carrying out position responsibilities
- Manage work time appropriately and to work in unstructured and unconventional work settings

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- Prioritize tasks, interpret and apply rules and instructions
- Operate standard office equipment including the ability to keyboard.

### **SPECIAL REQUIREMENTS**

- Possession of or ability to obtain a drivers license
- Satisfactory completion of a criminal background check as required by law.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Work is generally performed indoors in client homes, offices or other community settings. Incumbents must have sufficient mobility to access the various work and field locations during the day and after dark. Tasks may require the incumbent to spend moderate periods of time standing and walking; some settings may require the ability to climb stairs. Occasional lifting and carrying up to 20 pounds is required. Travel throughout the local area is a requirement of the classification.

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