

## Community Health Worker

### Job Summary:

Community Health Worker will work as a liaison to connect patients to agencies and community service organizations that assist with and address the Social Determinants of Health. The CHW will work closely with medical providers, primary care teams, and other organizations/agencies to improve patient care and outcomes. The CHW will engage, enroll and support patients with unmanaged chronic diseases and assist in patient education. The CHW works directly with patients conducting in-home and community visits. Local travel is required (program services cover eight counties).

### Requirements:

- CHW Certification is preferred
- Compassionate, caring and dedicated to understanding the needs and strengths of patients, their family and the community.
- Significant experience in and knowledge of the community, including shared life experiences.
- A minimum of six (6) months' work experience in public health or in another position with the provision of social service, supportive services, personal care, or related duties.
- Computer and data entry skills, ability to document interactions with patients
- Office/customer service experience preferred
- Valid NYS driver's license and reliable transportation
- Knowledge of NYS DSRIP and Millennium Collaborative Care

### Knowledge, Skill and Key Responsibilities:

- Facilitate/support communication and coordination of services between referring providers, patients and community-based organizations
- Possess knowledge of available community resources and how to navigate social service systems
- Reliable and dependable, function independently, have flexibility and personal integrity
- Strong verbal communication skills, able to communicate clearly and politely with patients, their families and other paraprofessionals and professional staff
- Able to quickly establish rapport with patients, providing support to obtain their health goals
- Able to work as part of a multi-disciplinary care team developing plans of care addressing barriers to good health and active engagement in medical/behavioral health care.
- Manage assigned caseload of clients under oversight of assigned clinical staff.
- Conduct assessments with clients, utilizing an asset and strength-based approach
- Assist clients to set personal goals, provide referrals and/or connection to community resources, assist with completing applications and registration forms, assist with appointment management, act as a client advocate and liaison between the client/family and community service agencies.
- Responsible for providing consistent, communication about patient's progress toward goals, any barriers to achieving progress and participate in case conferences with providers
- Able to problem solve and come up with solutions to help patients overcome barriers
- Ability to recognize clients with severe problems and link them to other services and/or communicate information to the medical or social work staff
- 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; volunteer resources and the practices associated with using volunteers, operations, functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situation
- Other duties as assigned

### Education:

- High School diploma or GED or Associate degree in related field.

Please email your resume to: [jbrown9@millenniumcc.org](mailto:jbrown9@millenniumcc.org)