



Community Health Worker

Class Code:
4946

Bargaining Unit: Miscellaneous

COUNTY OF SISKIYOU
Established Date: Dec 11, 2022
Revision Date: Dec 11, 2022

SALARY RANGE

\$23.23 - \$28.95 Hourly
\$1,858.40 - \$2,316.00 Biweekly
\$4,026.53 - \$5,018.00 Monthly
\$48,318.40 - \$60,216.00 Annually

DESCRIPTION:

General Statement of Duties:

A Community Health Worker (CHW) is a frontline health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between public health, social services, behavioral health and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

The CHW will engage with and connect individuals, families, care and community organizations to better understand the services needed. The CHW will implement comprehensive based education and prevention programs, process documents, implement records management, implement and produce educational materials. The CHW will build individual and community capacity by increasing the individuals' knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy to increase public health knowledge. The CHW provides technical support in the areas of community health program communication, monitoring, reporting and analysis. Incumbents may be assigned to varied programs and work locations within the Health and Human Services Agency (HHSA), reporting to the Director of the assigned department and/or other assigned supervisors. The CHW works in all geographic settings but typically in underprivileged and marginalized communities where the residents lack access to affordable and quality health care.

EXAMPLES OF DUTIES:

Example of Duties:

The examples of functions listed in this class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Public Health Leadership is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of a job, on a case-by-case basis.

- Provide advanced community organizing, health information , assist with navigation of social services resources and programs. A CHW helps communities access resources, including quality health care, insurance, food, housing, and health information.
- Assist clients, individuals, and community organizations in the creation of health programs, including staffing resource booths/tables at community activities.
- Advanced participation in outreach efforts to raise community awareness of health programs and health risks to underserved communities, minorities and low-income populations.
- Advocate for and promote the use of culturally and linguistically appropriate services and resources within organizations and with diverse colleagues and community partners.
- Review currently existing programs and health initiatives to ensure they are current, , effective and safe for their intended audience(s).
- Build and maintain networks and collaborate with appropriate community partners in capacity building activities.
- Communicate with clients to assess progress, respond to questions, and make recommendations as needed.
- Initiate and serve on coalitions and/or committees or confer with other agencies or departments regarding the needs of the community or of the individual clients.
- Provide informal counseling and advocating for local health needs.
- Being present for community health initiatives in health care facilities, like small local clinics or local government agencies, to satisfy the need of the local community.
- Assist in conducting evaluation activities and preparing written reports.
- Attend appropriate and relevant trainings to stay up to date on current trainings and policy.
- Assists clients in utilizing HHS services by interpreting instructions and rules and acting as an advocate when interacting with representatives of health and social services agencies.
- Reduce social isolation among clients
- Manage care and care transitions for vulnerable populations.
- Create connections between vulnerable populations and healthcare providers.
- Perform other related duties as required

Desired Skills:

- Communicate effectively with a variety of individuals representing diverse cultures, generations, and/or backgrounds and function calmly in situations, which require a high degree of sensitivity, tact, empathy and diplomacy
- Use specialized computer applications on a daily basis to complete tasks or assignments, and prioritize work
- Effectively interview and gain the cooperation of clients in a variety of settings in order to obtain complete and accurate information
- Read, understand, and interpret information and data found in applications and other technical documents
- Organize, prioritize, and complete a large volume of work within set time deadlines
- Communicate effectively orally and in writing
- Possess the ability to be an effective team player.

- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or making appropriate referral
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Maintain confidentiality of client conversations, files and records that are considered personal and sensitive in nature
- Use modern office equipment, such as personal computers, copy machines, scanners, telephones, and file cabinets in a safe and efficient manner
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds
- Provides responsive, high-quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner
- Connect community members to social services programs as needed.

Knowledge of:

- Methods and techniques used to conduct culturally and linguistically tailored, effective and in-depth personal interviews with colleagues that are Community Health Workers and/or members of the public as needed
- Knowledge and use of operation of computers using a windows-type operating system
- Group dynamics and community organizations
- Telephone, office, and online etiquette
- County customer service objectives and strategies
- Current technology and trends in the profession

Desired Traits:

Communicates Effectively, Knowledge Worker, Customer Focused, Values and Respects Others, Drives to Excel, Teamwork and Collaboration, Continuous Learning, Demonstrates Ethical Behavior, Supportive of Change

TYPICAL QUALIFICATIONS:

Any combination of training or experience that would provide the knowledge and skills to successfully perform the listed duties is qualifying.

A typical way, but not required, to obtain the required knowledge and skills would be:

- High school diploma or GED
- Three (3) years of full-time experience or three (3) years of full-time equivalent volunteer experience providing community based health services working with community based organizations that provide health related services to high/at-risk and culturally diverse groups including but not limited to social services, mental health and/or physical health information outreach to the community is highly desired but not required.
- Or, completion of an Associate Arts degree (AA) in public relations, community organization, human services, business administration, public administration or health related field.
- Or, a Licensed Vocational Nursing or related field is desirable.

Special Requirements:

- A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment.
- CPR certification must be maintained.

Background Investigation:

Applicant is subject to a background investigation which includes fingerprinting and may include a complete background investigation. Misdemeanor and/or felony convictions may be disqualifying depending on type and severity and are subject to approval by County Personnel.

SUPPLEMENTAL INFORMATION:

Typical Working Conditions

Work primarily takes place in the field (e.g. community sites), however, work oftentimes takes place in an office environment. Work involves frequent travel and the use of a county vehicle. Incumbents may occasionally be required to work during irregular business hours such as evenings or weekends. Work may involve contact with clients who have limited resources and are homeless, upset, hostile, and/or mentally ill. Some positions may be assigned to travel to outside agencies, medical facilities, and the homes of clients.

Essential Physical Characteristics

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous: upward and downward flexion of the neck. Frequent: sitting, pushing and pulling file drawers and carts, reaching above and below the shoulders, lifting and carrying case files and other office items weighing up to 25 pounds, and repetitive use of the hands to use computers and office equipment and perform simple and power grasping.