

UW HEALTH JOB DESCRIPTION

COMMUNITY HEALTH WORKER

Job Code: 310032	FLSA Status: Non-Exempt	Mgt. Approval: J. Echols-Anderson	Date: August 2022
Department: Population Health		HR Approval: J. Olson	Date: August 2022

JOB SUMMARY

Under the direction of UW Health Population Health leadership, the Community Health Worker (CHW) will serve as a community advocate and/or liaison, conducting case management, managing ongoing referrals, identifying and determining eligibility for resources, and aiding in the completion of applications for services when appropriate. The CHW is responsible for providing social support while helping patients and their families to navigate and access community services and other resources, adopt healthy behaviors, and facilitate continuity of care by providing client follow-up. The CHW supports providers and other care team members through an integrated approach to care management and community outreach. As a priority, activities will promote, maintain, and improve the health of patients and their family. The CHW will utilize their excellent communication skills to build and maintain relationships with patients and their families, fellow care team members, and community-based organization staff. Working in tandem with clients, the CHW will be the bridge between individuals, communities, hospitals/health systems, and human services.

MAJOR RESPONSIBILITIES

- Provide culturally responsive and appropriate health education, information, and outreach in community-based settings such as homes, clinics, schools, shelters, local businesses, and community centers
- Provide direct services such as social support, care coordination, and health screenings
- Link clients to and inform them of available community resources
- Enroll clients into programs such as health insurance and public assistance
- Teach clients the knowledge and skills needed to obtain care (empowerment)
- Actively build individual/client and community capacity
- Be a spokesperson and advocate for clients when they are unable to speak for themselves
- Enter and maintain electronic records, compile reports, and complete other program documentation in a timely manner (e.g., progress notes, client outreaches, letters, etc.)
- Effectively maintaining a caseload
- Perform other administrative responsibilities as needed

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	Associate Degree in health care or related field
Work Experience	Minimum	One (1) year of experience in community outreach, health education, or in a role representing or supporting local community agencies
	Preferred	<ul style="list-style-type: none"> • Three (3) years of experience in community outreach, health education, or in a role representing or supporting local community agencies • Previous experience in a health care setting
Licenses & Certifications	Minimum	
	Preferred	Community Health Worker certificate or training
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Interest in learning about health care, human relations, administration, or other related medical fields • Ability to communicate effectively and relate to individuals from various economic, social, and cultural backgrounds • Ability to use a range of outreach methods to engage individuals and groups in diverse settings • Exceptional organizational skills, multitasking, and interpersonal skills, with attention to detail required • Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound judgement • Well connected to the community and resources within community/population served

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- Effective written and verbal communication skills, demonstrating respect and cultural awareness during interactions with clients
- Demonstrates an ability and willingness to work collaboratively with others for concise and timely flow of information
- Ability to travel locally up to 75% of the time in the community
- Computer technical skills for word processing and database management

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTION

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Work/Environmental: Moderate noise level consistent with an office environment, varied public event settings indoor and outdoor, frequent travel by car and foot..