



JOB DESCRIPTION

Position: Community Health Worker
Diabetes Program – Free Clinic of
Southwest Washington

Supervisor: Medical Program Manager

Job Classification: Regular Employee; Non-Exempt

Hours of Work: Monday through Friday, including some evenings

Position Summary: The Community Health Worker (CHW) is member of the multi-disciplinary healthcare delivery team at the Free Clinic of Southwest Washington (FCSWW). The CHW will be the team leader for the patient-centered diabetic care and education program. The CHW will be fluent in Spanish and either be a member of, or have a close relationship with, the community the Free Clinic serves. The CHW serves as a liaison and a healthcare advocate for the community and the FCSWW. The CHW is a bridge between the community and the FCSWW and its community partners – all of whom are invested in providing the community with access to quality health care, healthcare education and community safety net services.

Duties & Responsibilities:

1. Serve as the team leader for the pilot project Patient-Centered Diabetic Care and Education Program
2. Assess individual patients with diabetes, using motivational interviewing techniques, create individual patient-centered diabetes care plans for pilot project participants
3. Partner with the FCSWW diabetic care team in managing the pilot project for presenting culturally appropriate diabetes education
4. Establish trusting relationships with patients and their families while providing support and encouragement for their patient-centered care plan
5. Advocate for needs of individuals with diabetes including assisting individuals with specific non-medical needs that affect health and access to care
6. Enhance health care quality by aiding communication between provider and patient to clarify cultural practices
7. Provide best practices in communicating with patients in the diabetic programs, including coordination of patient appointments, services and follow up via phone calls, texts, home visits and community visits
8. Be the primary responsible person for the collection of data for the diabetes programs and for all patient-centered encounters
9. Convene team meetings for the diabetes programs, attend regular staff meetings, trainings, community meetings, conferences and other meetings as requested
10. Other duties as assigned

Qualifications:

Must be fluent in Spanish and English – speaking, reading and writing

Bachelor degree, preferred

Successful completion of CHW training program or equivalent experience

Minimum of 3-years experience in health, social or community services

Required Skills, Experience & Knowledge:

1. Ability to assume position of team leader for the diabetes care and education programs at the Free Clinic of Southwest Washington and understand responsibilities of team members
2. Experience working in clinical/health care setting
3. Ability to communicate in culturally and linguistically appropriate ways
4. Equity, social justice and cultural competency awareness
5. Conflict management skills
6. Data collection skills
7. Ability to use web-based and computer applications (e.g., Word, Excel, Outlook, etc.)
8. Ability to document work in various formats, including written, oral and electronic
9. Personal qualities including energy, diplomacy, sound judgment, ability to work effectively in a busy environment
10. Verifiable good driving record
11. Knowledgeable about confidentiality and HIPAA compliance standards
12. Basic medical terminology

Preferred Skills, Experience & Knowledge:

13. Knowledgeable about the community the Free Clinic serves (Clark County Hispanic community)
14. Knowledge about pertinent health issues for individuals with diabetes, patient centered care plans, whole person care, and healthy lifestyles choices
15. Community based resource navigation skills (medical, dental, social, education and social services)
16. Persistent, creative, resourceful, empathetic, caring, compassionate, honest, respectful, engaging, reliable and responsible