



Job Title: Community Health Advocate
Job Code: 252
Reports To: Supervisor, Community Health Advocates
FLSA Status: Nonexempt
Revision Date: October 2018, July 2019

Overview:

Under the direct supervision of the Supervisor of the Community Health Advocates and the Senior Community Health Advocate, the Community Health Advocate (CHA) will work in unison with the primary care team to identify and remove barriers in order to close gaps and to facilitate patients in obtaining quality health care. This position supports the Complex Case Management and Transitions of Care Programs, as well as other Accountable Entity related initiatives. Working directly with the case management team, the CHA will provide outreach to high risk adult and pediatric patients of the Providence Community Health Centers. Outreach includes, but not limited to, clinic visits, telephonic outreach and home visits; some off-site travel will be required. As a member of the local community, the CHAs will assist the care team in addressing social determinants of health (ie. food, housing, transportation) needs by connecting patients with the appropriate resources in the community, as well as assisting patients with any care coordination. Development of one on one relationship in collaboration with the nurse case manager and specific care team provides an opportunity to remove social barriers and assist the member to live a healthier life while supporting a culturally diverse community.

Essential Duties & Responsibilities:

- Engage high risk patients in Case Management Program(s)
 - Complete all required assessments and screenings.
 - Develop patient centered care plans with SMART goals.
 - Ensure timely follow up to patients referred to case management.
 - Ensure timely follow up with patients enrolled in case management.
 - Carry a caseload between 35-45 high risk patients.
 - Utilize critical thinking to facilitate referrals to the appropriate clinical team member.
 - Maintain detailed records on outreach, enrollment, and case management in the electronic medical record.
 - Work well with others and has the ability to discuss in a professional manner issues that come up with staff
- Facilitate the transition of care from facilities to home, including timely follow-up with primary care team.
 - Contact referred patients to engage in case management.
 - Complete assessment & enrollment.
 - Assist patients in understanding how to access care appropriately.
 - Use tools to address gaps in care.
 - Identify barriers to care.
 - Assist patient in scheduling follow up appointment with PCP upon discharge.

- Serves as an interpreter.
- Translate care plans as well as other related documents.
- Participate in interdisciplinary care team rounds.
- Work independently with patients to help patient develop their self-management skills and successfully meet care plan goals.
- Provide information to patients about community resources and help patients access resources. Utilize motivational interviewing skills and other patient engagement techniques with patients and caregivers.
- Act as an advocate for individuals and community health needs
- Assist patients as they transition to independence / case closure by engaging with patients and providing follow up support.
- Participate and complete training and professional development profile.
- Represent the organization with a positive, professional attitude when communicating with patients and visitors of the health center.
- Work independently to maintain timely, accurate records, documentation.

Essential Education, Experience, Skills, Qualifications:

- Bachelor's degree in Social Work, Human Services, or Community Health/Health Promotion, preferred.
- Community Health Worker Accreditation preferred. Required within two years upon hire.
- Valid driver's license with reliable transportation and proof of minimum auto insurance required.
- Bilingual Spanish required.
- 2 years of experience in the field of human services/social work required; 3 years preferred.
- Knowledge of Medicaid and Managed care required
- Effective communication skills and ability to engage patients to work with care team
- Ability to work independently and collaboratively
- Must have resided in community for two years and have knowledge of community resources
- Demonstrated cultural competence of community

Essential Working Conditions and Environment:

LANGUAGE SKILLS

Ability to read, analyze, and interpret, professional journals and technical procedures. Ability to research and write detailed reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions. Ability to read and interpret documents, regulations and procedure manuals. Ability to effectively present information by telephone and in one-on-one encounters.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and

interpret bar graphs. Knowledge and ability to research capture data, prepare detailed and complicated reports in and electronic fashion.

REASONING ABILITY

Ability to define problems, collect data, document facts, and draw valid conclusions. Ability to interpret an extensive variety of technical regulations. Ability to manage multiple projects and deadlines involving multiple variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel.
2. The employee frequently is required to reach with hands and arms.
3. The employee is occasionally required to stand, walk and climb or balance.
4. The employee must regularly lift and/or move up to 10 pounds.
5. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

SUMMARY OF OCCUPATIONAL EXPOSURE

Classified by CDC as high risk.