

ST. LOUIS INTEGRATED HEALTH NETWORK POSITION DESCRIPTION

Position Title: Community Health Worker (Home-Bound)

Position Purpose: Reporting to the Community Health Worker Home Bound Lead, the Community Health Worker (CHW) (Home Bound (HB)) will respond to consumer needs for individuals who are homebound. "Home Bound" individuals are people who cannot or should not leave their shelters during the COVID-19 pandemic, including: the aged and aging, people with chronic lung disease or moderate to severe asthma, people who have serious heart conditions, people who are immuno-compromised, people who care for family members who are immuno-compromised (to avoid exposing them to risk), and people with sever obesity, diabetes, chronic kidney disease, and/or liver disease. The CHW HB will respond to clients' social needs (both telephonically and in the field), they will acquire and deliver emergency supplies to address the social determinants of health needs, offer coaching support, and provide additional referral and navigation as needed. The CHW HB will provide ongoing follow up and outreach and complete regular data entry.

About IHN Community Health Worker "Home-Bound" Project:

The IHN have partnered with STL United Way 2-1-1, the COVID-19 Regional Response Team, and St. Louis Community Health Worker Coalition to respond to social needs for community members who cannot or should not leave their shelter during the COVID-19 pandemic crisis. United Way 2-1-1 Operators will flag "Refer to a HB Community Health Worker" in the 2-1-1 system for individuals who fall into the designated "Home Bound" populations. 2-1-1 will provide the IHN Home Bound CHW Team with daily reports for CHWs to respond to Home Bound clients in need of service. Referrals will come primarily from 2-1-1. However, additional referral sources will include Metropolitan Congregations United, Deaconess Faith Community Nurse Ministries, PrepareSTL and the Integrated Health Network's Care Transitions Initiative and Re-Entry Community Linkages Initiative. The Home Bound CHW Team will triage and respond to referrals for social needs, including food insecurity, hygiene supplies, medication delivery, and technology to enable virtual appointments for health and behavioral health.

Qualifications:

- Strong analytical, interpersonal, communication, and organization skills.
- Ability to work remotely in a self-directed manner and without close supervision.
- Strong stress management, resiliency, and case management skills.
- Ability to perform work activities in a safe and healthful manner among vulnerable/high-risk populations.
- Proficiency with technology such as Microsoft Word, Microsoft Excel, Microsoft Office365, Virtual Meeting technologies, and Internet browsing software is required.
- Basic administrative skills and is detail oriented and organized.
- Weekend or evening work may be required to fit client needs.
- Must have reliable, personal vehicle with valid driver's license, state required automobile insurance and clean driving record.
- Prior experience working with community based organizations, the aged and aging, people with chronic health disease/immunocompromised, uninsured and Medicaid population is preferred.
- Knowledge of State social service agencies and community resources preferred.

- Knowledge of health education, motivational strategies, and an empathetic manner working with the underserved preferred.
- Associates degree or 2 years of relevant experience required. Experience in a non-profit, social work, or related field is preferred.
- Prior experience in community health outreach or similar positions within a health care setting is preferred.

Primary Responsibilities:

- Responsible for the implementation of the goals and objectives set forth and adopted by the IHN.
- Executes the day-to-day implementation of the IHN's Community Health Worker "Home Bound" Project.
- Provide outreach, education, referral and follow-up, advocacy and home visiting services as needed primarily for individuals who are home bound. "Home Bound" individuals include: the aged and aging, people with chronic lung disease or moderate to severe asthma, people who have serious heart conditions, people who are immuno-compromised, people who care for family members who are immuno-compromised (to avoid exposing them to risk), and people with severe obesity, diabetes, chronic kidney disease, and/or liver disease.
- Respond to clients' social needs (both telephonically and in the field), including but not limited to purchasing, acquiring, and delivering emergency supplies to address client's social needs.
- Provides basic health literacy and information about how to best access and utilize the health and social service system.
- Coaches and supports clients to set and accomplish safety and wellness goals.
- Facilitates appointments to safety net services and similar supports. Follows up on appointments or other instructions from health homes and community providers by call, text or home visit. Works to ensure the client attends and has access to scheduled appointments.
- Communicates with providers about barriers to self-management & access to care.
- Assists in completing all required forms, agreements, case notes, etc., supplies them to client when appropriate, and keeps proper documentation organized in a system.
- Effectively communicates and coordinates with all project-related stakeholders (including IHN staff, partners, call center operators, coordinators at social service organizations, and case workers) to facilitate support.
- Provides timely and relevant reports to HB CHW Lead regarding the status of the goals and objectives established by the IHN on the project.
- Collect and document data using prescribed web-based software. Complete data entry in a timely manner.
- Maintains confidentiality and uses only the minimum amount of protected health information (PHI) necessary to accomplish job related responsibilities.
- Perform other duties as assigned.

Competencies:

Incorporates basic competencies into all aspects of the position, including:

- *Organizational commitment:* aligns own behavior with the needs, priorities and values of the organization.
- *Service orientation:* has a genuine desire to help others, especially those in need. Derives satisfaction from serving others while remaining attentive to one's own wellness. Understands people's needs and overcomes obstacles in serving them.
- *Learning orientation:* values and seeks opportunities to learn. Collects and uses information relevant to work-based problems.

- *Attitude toward change*: adapts to and works effectively with a variety of situations, individuals, groups and systems.
- *Personal effectiveness*: takes initiative to do more than the minimum requirements of the job. Expresses self- confidence in stating opinions and when called upon to make decisions.
- *Achievement motivation*: sets challenging objectives and works to continually improve personal performance.
- *Interpersonal and team performance*: builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- *Values diversity and equity*: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- *Quality focus*: minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information. Actively explores ways to improve quality of output.
- *Problem-solving effectiveness*: uses data and analytical thinking to identify problems and develop solutions.
- *Task accomplishment*: acts resourcefully to ensure that work is accomplished within specified time and quality parameters. Is able to focus effectively on more than one task or project at a time.
- *Proven track record and requisite skillset*: has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN. The skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- *Leadership*: Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

Additional Information:

Position is part-time, 25 hour per week, 3-month grant funded, non-exempt position. Part-time roles are not eligible for majority of IHN benefits, however, IHN is offering the following perks to support the employee: Employee will be eligible for appropriate mileage reimbursement and a \$275/month stipend. Employee is eligible for the Employee Assistance Program (EAP).

Reporting Relationships:

The Community Health Worker (Home-Bound) reports to the CHW HB Lead.

Work Environment:

This position is primarily a remote-working position, with majority of work happening in the community, working one-on-one with clients who are home bound, as well as virtually with IHN staff and partner organizations. Regular, daily travel for client visits required within a 60-mile radius. Travel is primarily local during the business day, although some out-of-the-area travel may be expected. The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

Salary Range: \$18.75/hour

07/2020

Application Instructions:

Please email resume & reference list to the contact information below. Additionally, please complete the brief online application survey at <https://bit.ly/CHW-HB-Survey>

IHN CHW HB Position
HR@stlouisihn.org

Timeline: Applications are due by no later than Wednesday, July 29, 2020 at 12:00pm. If invited to interview, virtual interviews may be scheduled as soon as Thursday, July 30, 2020. Desired start date is as early as Friday, August 3, 2020.

About St. Louis Integrated Health Network:**MISSION OF THE INTEGRATED HEALTH NETWORK**

The IHN, through collaboration and partnership, strives for quality, accessible, and affordable healthcare services for all residents of Metropolitan St. Louis, with an emphasis on the medically underserved.

IHN GUIDING PRINCIPLES

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

Health Equity • Patient-Centered Orientation • Accountability • Outcome-Focused Decision Making • Innovation