

ST. LOUIS INTEGRATED HEALTH NETWORK POSITION DESCRIPTION

Position Title: Community Health Worker, Undiagnosed Disease Network

Position Purpose:

Reporting to the Assistant Director of Clinical and Community Integration, Racial Equity, the Community Health Worker (CHW) will work with IHN staff and the Undiagnosed Disease Network (UDN) at The Washington University to build effective and appropriate mechanisms for increasing awareness of and contact with the UDN among historically marginalized community members throughout the region as well as those served by the region's Federally Qualified Health Centers (FQHCs). Additionally, the CHW will work to achieve more equitable representation among UDN patients in order to make the resources of the UDN more available, accessible, acceptable, and functional for all communities in our region.

Primary Responsibilities:

- Determine effective and appropriate mechanisms for increasing awareness of and contact with the UDN clinic at WU among historically marginalized community members and those served by the FQHCs.
- Work with IHN, WU, and Health Centers to create materials about the UDN to be distributed to health care providers and community members that are accessible for people with a wide range of experiences, skills, and capacities.
- Establish a calendar of community engagement events – Plan events in collaboration with FQHCs and other community health and health advocacy organizations.
- Create efficient processes and protocols for identifying potential applicants, sharing information about the UDN, referring into the UDN, and supporting application and enrollment process.
- Understand the needs and requirements for a human-centered curriculum that can educate FQHC providers about rare disease, genetic testing, the UDN, and the historical and present-day harms of biomedical research.
- Engage in relationships with internal and external partners connected to the UDN Partnership, including scheduling and driving regular meetings with all partners.

Qualifications:

Industry:

- Credentialed Community Health Worker Preferred, or willingness to complete the 16-week certification program.
- CPR Certification preferred.
- Knowledge of Medicaid, managed care programs and social service agencies preferred.
- Prior experience working with community-based organizations, people with chronic health disease/immunocompromised, uninsured and Medicaid population is preferred.
- Knowledge of health education, motivational strategies, and an empathetic manner working with the underserved preferred.
- 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.

Technical:

- Basic administrative skills and is detail oriented and organized.
- Proficiency with technology such as Microsoft Word, Microsoft Excel, Microsoft Office365, Virtual Meeting technologies, and Internet browsing software is required.

- Ability to prioritize work, use initiative and operate under tight deadlines.
- Must have reliable, personal vehicle with valid driver's license, state required automobile insurance and clean driving record.
- Associate degree or 2 years of relevant experience required.
- Ability to keep information confidential.

Interpersonal:

- Strong analytical, interpersonal, communication, and organization skills.
- Ability to work remotely in a self-directed manner and without close supervision.
- Strong stress management, problem solving and case management skills.
- Community relationship and reach is evident.
- Ability to build trust and maintain confidentiality with diverse populations.
- Demonstrate flexibility in addressing changing community needs and program environment.
- Ability to navigate the social service system and advocate for others.
- Ability to always maintain a professional attitude and demeanor.

Competencies:

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

- *Leadership:* Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.
- *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:* 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.

Additional Information:

Position is full-time, 40 hours per week, 3-year grant funded, exempt position. Employee will be eligible for full benefits including medical/dental insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program, and periodic review for incentive pay based on organizational and personal achievement.

Starting Salary Range: \$43,000-48,000; contingent on qualifications/experience.

Reporting Relationships: The Community Health Worker, UDN reports to the Assistant Director of Clinical and Community Integration, Racial Equity.

Work Environment:

Regular, daily travel to partner sites and external meetings required within a 30-mile radius. Travel is primarily local during the business day, although some out-of-the-area travel may be expected. Rare overnight travel. 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 15 pounds. Specific vision abilities required by this job include close vision and distance vision.

Application Instructions:

Please send cover letter, resume, and reference list by e-mail to:

St. Louis Integrated Health Network

ATTN: Human Resources – CHW-UDN

HR@stlouisihn.org

About Washington University’s School of Medicine UDN:

Washington University’s School of Medicine (WU Med) UDN seeks to explain medical conditions with no known cause. They bring together clinical and research experts from across the US to solve the most challenging medical mysteries using advanced technologies. They work to both help individual patients and families living with the burden of undiagnosed diseases and contribute to the understanding of how the human body works

About the St. Louis Community Health Centers:

Affinia Healthcare, Betty Jean Kerr People’s Health Centers, CareSTL Health, and Family Care Health Centers are the FQHCs serving St. Louis City and County. They are established and trusted primary and preventive service providers in the St. Louis region, cumulatively serving 110,000 unique lives with over 370,000 patient encounters. They strive to provide quality healthcare to all residents in the communities with a specific focus on people and families with barriers to accessing care by providing financial assistance and addressing social and structural determinants of health. Over 90% of their patients have incomes at or below 100% of the federal poverty guidelines and are predominantly people of color. Together, the FQHCs are established, trusted healthcare partners throughout St. Louis and especially within medically underserved regions which have experienced a long history of racial discrimination and systemic injustice.

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. They are: Health Equity, Patient-Centered Orientation, Accountability, Outcome-Focused Decision Making, and Innovation.