

# Job Description

<b>Company</b>	Sunset Park Health Council	<b>FLSA</b>	Non-Exempt
<b>Job Code</b>	600066	<b>Classification</b>	1199
<b>Title</b>	Community Health Worker	<b>Probationary Period</b>	3 Months
<b>Position #</b>	10056891		

## Position Summary:

The Community Health worker is part of an interdisciplinary team that includes, but is not limited to, medical and behavioral health providers servicing patients who suffer from complex medical and/or psychiatric co-morbid conditions. The position involved working primarily with patients with behavioral health, substance use, and psychiatric difficulties. By ensuring patients remain or become engaged in services/programming, are educated about self-care issues, and are assisted with access to care, the Community Health Worker will be part of a team that improves patient health and thus quality of life.

## Job Responsibilities:

- Determine patients care transitions needs via screening in various care settings (Emergency Room, hospital, at home, etc). Create transitional plan, when needed, with goals designed to address medical, behavioral health, and social determinants to improve health outcomes.
- Attend trainings and/or webinars related to behavioral health as assigned
- Utilize necessary web based applications and other technologies on a variety of platforms to address population management goals and departmental needs.
- Prepare for and participate in any individual or team meetings/supervision as required by the department.
- Performs other duties as assigned or volunteered in alignment with NYULMC mission, goals and values.
- Assist Care/Case Management staff or take lead in conducting pre-visit planning and hospital discharge phone outreach (Program Dependent).
- Assist Case/Care Manager with coordination of patient care in the community, when the patient is hospitalized, and during transition from hospital to home.
- Maintain caseload size established by the department and meet monthly outreach and engagement productivity requirements.
- Conduct outreach efforts in the community to engage high risk patients in case management services.
- Maintain electronic records and compile statistical data in accordance with the departments standards. Complete documentation within required time frames.
- Assist patients and their families with benefits, entitlements, and housing as well as any other identified needs that impact patients physical health and emotional well-being.
- Provide office and community based support services to patients (E.g.- Patient escorts to medical appointments, medical appointment reminders, assistance with obtaining medications from pharmacies, etc.)
- Advocate for patients when barriers to care exist including language and literacy barriers, access to transportation, problems with insurance coverage, child care problems, appointment scheduling conflict, etc.
- Assist patient with accessing a full range of medical, behavioral health, chemical dependency, psychosocial, and community services including referral to self-help groups and community organizations.

## Additional Position Specific Responsibilities:

## Minimum Qualifications:

High School Diploma/GED Candidate should have at least 1 year experience in a health service related field. Bi-lingual-English/Spanish Computer literate (Microsoft Office), telephone, fax machine, and photocopy machine skills required.

## Preferred Qualifications:



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Experience working with patients who are diagnosed with mental health, substance abuse, and/or chronic health conditions in a variety of inpatient and outpatient settings, including home based visits.

## Education:

### Degree Type

High School Diploma

### Degrees Info

### Required/Preferred

Required

## Required Languages:

### Code

20005

20037

20052

20208

### Description

Arabic

Chinese

English

Spanish

### Required/Preferred

Preferred

Preferred

Required

Required

**Minimum Experience:** 1

## Other Working Conditions:

Standard office environment Occasional exposure to: Heat Dust Fumes Cold Loud Noise Ability to access all areas of the institution Ability to see or access information in print and/or transmitted electronically Ability to hear oral instructions Performing job duties may require prolonged periods of: Sitting Standing Walking