

Job Title: Community Health Worker, Great Rivers HUB
Reports to: Clinical Partnerships Manager, Great Rivers HUB
Organization: Great Rivers United Way



Great Rivers United Way

BACKGROUND AND GENERAL DESCRIPTION

Great Rivers United Way is working in partnership across government, health, and nonprofit sectors to create a system of community care coordination that among several objectives will connect people in need with resources available and assure at-risk populations are connected to holistic supports to improve their health. This position will specifically be in partnership with Western Technical College, to work with students and provide services through the Pathways Community HUB model approach.

Great Rivers HUB functions as an administrative center for a community and region-wide network of care coordination agencies throughout identified communities who connect health and social services resources to disadvantaged populations. This position will specifically work with students and potential students of Western Technical College.

A Community Health Worker is defined by the American Public Health Association as “a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competency of service delivery.”

The lived experience and cultural competence that a CHW provides to the individual serves is what helps build a trusting relationship allowing for needs to be accurately identified and to support individual through systems to access resources needed.

PURPOSE

The Community Health Worker (CHW) has a holistic lens and serves as an advocate, health educator, navigator of resources and care coordinator to students on Western Technical College’s campus. Together these roles work to ensure both health and social service-related needs are met to help support students be as successful as possible. Within the Pathways Community HUB model these are known as outcomes. Each outcome is standardized and tracks an outcome that is known to reduce the risk of poor health outcomes. Therefore, CHWs implementing the Pathways Community HUB model are not only assessing needs and navigating to resources but taking the next step to ensure a measured outcome to meet the need is met. This will be tracked in a real-time HIPAA compliant database called Care Coordination Systems (CCS).

A 1.0 FTE will carry an average caseload of 20-25 individuals at any given time.

POSITION RESPONSIBILITIES

- Provide cultural mediation among individuals and systems of support and care.

- Support clients through system navigation.
- Case management and coordinate care from various providers.
- Provide coaching and social support.
- Advocate for positive outcomes for clients.
- Build individual capacity for improved health and engagement in school.
- Conduct outreach to engage with clients and build a caseload.
- Provide validated and reliable, culturally appropriate health education.
- Adhere to Great Rivers HUB established care protocols.
- May require some transportation of clients.

Community & Health System Engagement

- Maintain positive relationships with Western Technical College staff, faculty, and students.
- Maintain positive relationships with local health systems, community-based clinics, health plans, managed care organizations, and other referring partners within the HUB's region.
- Maintain working understanding of Great Rivers HUB referral criteria.
- Maintain effective communication and relationships with key community partners, to include social services and healthcare.
- Attend necessary meetings within the Great Rivers HUB region to support and maintain community partner relationships.
- Identify partnership development opportunities and systems improvements.
- Establish effective communications and relationships with Western Technical College.

Documentation, Tracking/Reporting, and Training

- Participate in initial and ongoing required training to ensure appropriate implementation of an evidence-based program.
- Participate with HUB staff in quality assurance activities.
- Follow program procedures for documenting and tracking service interventions within Care Coordination Systems.

Great Rivers United Way Responsibilities

- Develop and maintain a thorough and nuanced understanding of Great Rivers United Way programs and initiatives.
- Represent all Great Rivers United Way partner agencies with integrity and respect.
- Attend GRUW-related events and provide needed updates as requested by GRUW staff, Executive Director, and Board of Directors.
- Other duties as assigned.

QUALIFICATIONS

Education: Must have a GED or HSED. Our ideal candidate would have completed CHW Core Competency training or be willing to complete within 6 months of hire.

Experience: Minimum of one year in direct care experience in either healthcare or social services sector. Experience working with individuals on goal setting/development or health improvement. Experience and comfort with home visits preferred.

Knowledge: Knowledge of prevention activities for overall health and wellness. Knowledge of social determinants of health.

Skills: Demonstrated ability to self-reflect and assess, demonstrates excellent communication skills and active listening. Excellent interpersonal skills, flexibility, and a passion for helping others are key for this position. Requires strong organizational, time management skills, and independent thinking.

- Ready access to reliable transportation is required, as frequent travel to homes and hospitals will occur.
- Must be able to pass a background check and monthly exclusion checks.

This is a full-time, hourly position with excellent benefits: paid vacation and sick time, healthcare benefits, retirement plan, and more.

Wage: \$19-20/hour

Application Deadline: August 14, 2023

Send cover letter and resume to:

Great Rivers United Way
Attn: Lindsey Purl
1855 E. Main St.
Onalaska, WI 54650

Or email: lpurl@gruw.org

Great Rivers United Way is an Equal Opportunity Employer.