

SUMTER

FAMILY HEALTH CENTER

Caring For Our Community's
Health and Well Being

JOB POSTING

Community Worker (AIMS program)

Position Summary:

The Community Health Worker (CHW) will be responsible for helping patients and their families to navigate and access community services, other resources, and adopt healthy behaviors related to substance abuse treatment and counseling. The CHW supports the Case Managers and Providers through an integrated approach to care management and community outreach. As a priority, activity will promote, maintain, and improve the health of patients and their family. Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.

Duties and Responsibilities:

- Provides ongoing follow-up, basic motivational interviewing and goal setting with patients/families.
- Provides social support and informal counseling, and advocates for individuals and community health needs.
- Conducts intake interviews with patients, including enrolling and/or referring patients into Sliding Fee program, and other programs.
- Assists patients with completing applications and registration forms.
- Performs community outreach, such as home visits and health screenings.
- Follows up with patients via phone calls, home visits, and visits in other settings where patients can be found. Follow-ups with patients should be continuous from initial identification through closure.
- Helps patients set personal goals, and attend appointments.
- Provides referrals for services to community agencies as appropriate.
- Helps patients connect with transportation resources, and gives appointment reminders in special circumstances.
- Exhibits excellent working relationships with patients, visitors and staff, effectively communicating SFHC's mission.
- Works closely with medical Providers to help ensure that patients have comprehensive and coordinated care.
- Works cooperatively with other clinical staff assigned to the same patient.
- Provides consistent communication to the Case Managers to evaluate patient/family status, ensuring that provided information, and reports clearly describe progress.
- Act as a patient advocate and liaison between the patient/family and community service agencies.
- Documents patient progress and treatment recommendation in EMR so that they can be easily shared with PCPs and other treatment providers, and ensures open communication regarding patient status with providers and staff.
- Follows the clinical and reporting requirements for the AIMS grant-funded program, and makes recommendations for quality improvement when needed.

- Attends regular staff meeting and other meetings as requested.
- Attends continuing education trainings as required by the program.
- Ensures open communication regarding patient status with providers and office staff.
- Maintains an accurate database of services and contact information for resources.
- Fosters a patient-centered environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Understands the mission and values of the organization.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Represents the practice in a positive manner to all patients and all applicable external clients.
- Brings issues to the appropriate manager(s) in a timely manner for resolution.
- Performs other duties as assigned by supervisor.

Qualifications:

Education and Experience:

- Bachelor's degree in Social Work or other human services-related field and one (1) year of related experience; or Associate's degree in Social Work or other human services-related field and three (3) years of related experience.
- Community Outreach/Case Management experience in a health care setting preferred.
- BLS certification required.

Knowledge, Skills and Abilities:

- Must be able and willing to work in a team and independently.
- Ability to communicate effectively and build rapport with coworkers and patients.
- Ability to record patient data and communicate with providers.
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.
- Ability apply patient-centered medical home principles, including promoting shared decision-making with patients,
- Highly organized and detailed.
- Exercise sound judgment and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.
- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion,
- Proficiency with computer skills (i.e., Microsoft Word, Excel and Access, and web-based applications.)
- Able to learn new computer programs.

Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B)

Physical Demands:

Considerable sitting, standing or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#).

Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150