

SUMTER FAMILY HEALTH CENTER

Job Title: Sumter Family Health Center/PASOs Community Health Worker
Reports To: PASOs Coordinator and Sumter Family Health Center (SFHC) Resource Coordinator

Position Summary:

The SFHC/PASOs Community Health Worker provides health education, resource navigation, outreach, advocacy and coordinated leadership to Latino individuals, using the PASOs model, in Sumter County. Conducts education and outreach efforts in Sumter County, South Carolina, in partnership with the regional PASOs team and SFHC team to provide awareness of resources and programs to Latino communities.

- Travels to areas in Sumter County where there are Latino populations to provide the majority of program activities, to include but not limited to the following:
 - Organizes and conducts 1-2 culturally & linguistically appropriate community outreach events per month at pre-determined access points, reaching a minimum of 35 individuals/month and 420 individuals/year.
 - Provides interventions related to social determinants of health to at least 200 Latino individuals yearly (both SFHC patients and non-patients).
 - Assists individuals with assessing program affordability, eligibility requirements and enrollment in various benefit programs.
 - Educates yearly at least 70 Latinos to understand what a medical home is and how to enroll in a medical home. Enroll 75% of those informed.
 - Enrolls yearly at least 70 Latina women into OB/GYN services.
 - Provides culturally and linguistically appropriate education to at least 70 Latino individuals per year. 50 individuals per year will demonstrate improved knowledge based on test results.
 - Assists 34 Latino individuals yearly to choose a health behavior change goal, as well as provide follow-up and support in order to achieve goal.
- Assists the Program Coordinator to coordinate, guide and educate the Sumter/Clarendon County Promotores group (volunteer community health workers) and provides support to the group as needed.
- Maintains consistent communication with PASOs supervisor and local support team. Participates in a monthly supervision meeting with PASOs supervisor to discuss program successes/challenges and funding updates.
- Demonstrates and maintains expertise in eligibility and enrollment rules and procedures for targeted programs and services, including, but not limited to: the Health Insurance Marketplace, Healthy Outcomes Program and Drug Assistance Program.
- Provides information and assistance in a fair, accurate, and impartial manner that is culturally and linguistically appropriate to diverse communities and accessible to individuals with disabilities.
- Facilitates problem-solving of consumer grievances, complaints, or questions about programs and services.
- Models superior customer services skills, including but not limited to:
 - Interacts with all internal and external customers in a caring and respectful manner.
 - Answers telephone and responds to messages/inquiries in a timely and polite manner.
 - Communicates with clients in a courteous, professional, cooperative and mature manner, both in-person and over the telephone.
- Collects and tracks data to report on program outcomes.
- Participates in trainings and conference calls with supervisors, colleagues and partner organizations to improve the quality of service delivery and enhance professional development.
- Effectively plans and organizes work activities and prioritize task completion according to schedules and goals.
- Establishes and maintains effective working relationships with PASOs team, Sumter Family Health Center team and community partners.
- Works both independently and collaboratively in a dynamic multicultural environment.
- Foresees needs and problems, and proactively responds to situations as they arise. Communicates with regional liaison and PASOs supervisor about problematic issues in a timely manner.
- Keeps personal information of clients confidential.

- Attends (2) semi-annual PASOs training retreats per year.
- Other duties, as assigned by supervisors.

Minimum Requirements:

- A valid driver's license
- Bilingual in Spanish and English
- A Bachelor's degree in health education, health promotion or a closely related field such as psychology, social work, biology, sociology, education or physical education.
- Health education experience preferred.
- An equivalent combination of education and experience will be considered.

Knowledge, Skills and Abilities:

- Ability to communicate effectively.
- Ability to engage small groups in learning processes.
- Highly self-motivated, with ability to work independently and in a team setting.
- Knowledge of the principles, practices and theories of outreach, health promotion and education.
- Ability to develop effective working relationships with a variety of individuals to gain support and interest in program's objectives.
- Ability to apply knowledge of a variety of federal, state and local resources, programs and services involved with outreach and enrollment initiatives.
- Ability to use intermediate functions and features of the MSOffice Suite, including Outlook, Word, Excel and PowerPoint.
- Ability to navigate the internet, including usage of and the ability to successfully and accurately utilize web-based programs and applications.
- Ability to learn and effectively use electronic medical record software.
- Ability to prioritize multiple tasks, assignments and projects to meet established quality and time requirements.

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. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____