

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 6810  
Grade: 12  
FLSA: Exempt

### Standard Job Description

**Job Title**  
Community Health Worker

**Department**  
Ambulatory Care Coordination

#### **Job Summary**

The Community Health Worker (CHW) works under the supervision of the Community Based Social Work Care Coordinator (CBSWCC) to support the provision of care coordination services for Enrollees who are community based. These services are offered at the patient's home, physician office, and/or hospital stay throughout the County of Cook. The CHW helps the Enrollee navigate the health care delivery system, advocates on their behalf and works to reduce barriers that interfere with the Enrollee's ability to successfully interface with their medical home provider.

#### **Typical Duties**

- Completes health risk screening assessments by asking the Enrollee questions and documenting the response.
- Provides education to Enrollees on ways to increase the benefits of health system interaction, i.e. call before medications run out, call medical home prior to going to the Emergency Department (ED) for non-life threatening issues, being prepared for provider visits.
- Performs supportive tasks for members such as scheduling appointments, referrals to community based resources and directions on how to access services and care, follows up with the Enrollee to close gaps in care.
- Works under direction of CBSWCC to link Enrollees to appropriate programs.
- Supports efforts to locate Enrollees. This may include calling Medical Homes, pharmacies, driving by last known address to place outreach materials, conduct online search using white pages, contacting healthcare providers for updated demographic information, etc.
- Utilizes health risk screenings to determine escalation to licensed clinical staff as determined by Care Coordination policy.
- Calls patient discharged from ED to assess patient status and to support the ongoing provision of care.
- Interfaces with payers to validate authorization for required services.
- Completes all education activities/training as required by state or accreditation standards.
- Provides education to Enrollees on self-management techniques for chronic conditions.
- Participates in Interdisciplinary Rounds as requested.
- Documents all activities in the Care Management System according to Care Management policy and procedure.
- Retrieves documentation from outside care organization such as history and physical, discharge summaries, and medication list to support effective transitions of care.
- Travels to the homes of Enrollees and their sites of care.
- Protects Protected Health Information (PHI) and complies with Cook County Health & Hospitals System Privacy Policy.
- Consults information systems such as passport, managed care portals or care management systems to assess Enrollee eligibility for service.

### **Typical Duties continued**

- Performs other duties as assigned.

### **Reporting Relationships**

Reports to the Manager of Complex Care Coordinator

### **Minimum Qualifications**

- High School Diploma or GED
- One (1) year of work experience in a culturally diverse population
- Previous experience performing health risk screening, providing health education or supporting linkages to community based resources for a health care organization or community based social service agency
- Valid Illinois Driver's license and mandatory vehicle insurance as required in the State of Illinois (In accordance with the Code of Ordinances of Cook County, Illinois codified through Ordinance No. 16-0692, enacted February 10, 2016 (Supp. No. 32) § Sec. 2-673)
- Previous experience with software and computers, i.e. word processing, appointment scheduling, Microsoft Office
- Bilingual in English/Spanish

### **Preferred Qualifications**

- Bachelor's degree from an accredited college or university
- Graduate of a Community Health Worker (CHW) Program

### **Knowledge, Skills, Abilities and Other Characteristics**

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Ability to track meetings, appointments and emails in Microsoft Outlook
- Ability to effectively prioritize work
- Ability to meet deadlines

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:  \_\_\_\_\_ 12.9.2014  
 Mary Sajdak  
 Senior Director of Integrated Care Date

Approval: \_\_\_\_\_  
 Gladys Lopez  
 Chief of Human Resources Date