



Job Code: 8855

Grade: 12

HCWR: N

Job Title

Community Health Worker, Comprehensive MAT Grant

Department

Cermak Health Services

Job Summary

The Community Health Worker, Comprehensive MAT Grant (CHW) works under the supervision of the Behavioral Health Integration Manager to support the provision of care coordination services for patients at Cermak Health Services. These services are offered at Cermak Health Services and once released, the patient's home, physician office, substance use treatment center, and/or hospital stay throughout the County of Cook. The CHW helps the Patient navigate the health care delivery system, advocates on their behalf and works to reduce barriers that interfere with the Patient's ability to successfully interface with their medical home provider. This is a grant funded position. The grant is intended to support specialized screening, linkage case management, and recovery support services, including Medication Assistant Treatment (MAT) for persons with Opioid Use Disorders (OUD). The grant will expire on June 30, 2022 with the potential to be renewed.

Typical Duties

- Completes health risk screenings by asking the patient questions and documenting the response.
- Provides education to patient 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 patient to close gaps in care.
- Works under direction of Behavioral Health Integration Manager to link patients to appropriate programs.
- Supports efforts to locate patients. 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 discharged patients 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 patients 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 patients and their sites of care.
- Protects Protected Health Information (PHI) and complies with the Cook County Health



Typical Duties

Privacy Policy.

- Consults information systems such as passport, managed care portals or care management systems to assess patient eligibility for service.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED
- One (1) year of experience performing health risk screenings, 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

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.