



**Job Code:** 9345

**Grade:** 14

**HCWR:** N

**Job Title**

Community Health Promoter, Bilingual

**Department**

Public Health

**Job Summary**

The Community Health Promoter, Bilingual (CHP) supports the identification of healthcare and social determinants of health risks including COVID-19 and other chronic health conditions, aligned with the mission and vision of the Cook County Department of Public Health (CCDPH) and Cook County Health (CCH). The CHP provides culturally appropriate health education, information, and guidance on health behaviors, assists with resource navigation, and advocates for individual and community health needs including COVID-19 related issues such as testing, vaccination, and navigation of the available resources. The CHP supports those who have complex medical and social needs. The CHP may also refer cases requiring additional support to their respective supervisor.

**Typical Duties**

- Conducts outreach and education online or in-person and reports to designated locations across suburban Cook County for direct outreach and education.
- Builds rapport and connection with communities and residents in an empathetic and culturally appropriate manner.
- Participates in the design, implementation, and interpretation of individual-level screenings (i.e., home environmental screening).
- Screens community residents for health and Social Determinants of Health (SDOH) issues and make service referrals or enroll clients in services as appropriate.
- Provide residents and communities with resource information by utilizing local database systems.
- Assists residents with scheduling, accessing, and utilizing health services with their primary care provider (PCP). If the resident does not have a PCP, assist with establishing medical home and PCP.
- Provides health education on various health topics residents and communities.
- Escalates residents with complex health and social needs, challenges, and associated questions using appropriate chain of command.
- Refer residents with complex health and social needs to appropriate community-based organizations for additional support.
- Supports community health promotion activities and events.
- Serves as project support to CCDPH Community Engagement Team and other identified teams within CCDPH.
- Distributes educational and health materials where appropriate.
- Completes all required training sessions and activities within prescribed timeframes. as directed.
- Records and documents all calls, emails, and interfacing tasks into the appropriate performance management system to ensure follow-up and completion.
- Travels to the homes of residents, their sites of care, or mutually agreed upon location with resident.
- Protects Protected Health Information (PHI) and complies with the CCH Privacy Policy.



**Typical Duties**

- Reviews and determines resident eligibility for services through information systems such as passport, managed care portals or care management systems.
- Performs other duties as assigned.

**Minimum Qualifications**

- High School Diploma or GED
- Two (2) years of volunteer or work experience with culturally diverse communities and populations in suburban Cook County
- Two (2) years of work experience conducting outreach, performing health risk screenings or assessments with individuals, providing health education, supporting linkages to community-based resources, motivational interviewing, behavior changes, health promotion and/or coaching
- Prior experience in care coordination or case management related functions, i.e., patient interviews, social services, basic assessment and referral processes, community resources, contact tracing, health care navigator
- Previous experience with software and computers, i.e., word processing, appointment scheduling, Microsoft Office
- Must be able to work flexible hours outside of a usual day shift schedule that may include evenings and weekends
- Position may require travel for which the employee must have a valid driver's license/insured vehicle or other equivalent means of transportation for work
- Bilingual

**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-populations composed of diverse cultures and age groups
- Ability to track meetings, appointments, and emails in Microsoft Outlook
- Ability to navigate various databases to obtain pertinent resident information and support
- 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.**