

# **BRIGHAM AND WOMEN'S HOSPITAL**

## **Job Description**

**JOB TITLE: High Risk Primary Care-Based Community Health Worker**

**FLSA: Non-Exempt**

**GRADE:**

**JOB CODE:**

**REPORTS TO: Lisa Wichmann**

**DEPT: Medicine**

This is a full-time, temporary position for someone interested in helping patients with complex medical and social problems improve their access and utilization of health care services.

A Community Health Worker (CHW) is a trusted member of the community who helps patients better access and coordinate their health care. We believe that CHWs have the skills and experience to understand what patients are going through and help them get through difficult times. CHWs are people who come from the communities they serve. CHWs act as caring neighbors to help patients address the social and medical problems that lead to poor health. The goal of a high risk community health worker is to assist the most high risk patients with the tasks of getting medical care, working on health goals (such as arranging care, filling medication prescriptions, planning healthy meals, or finding time to exercise), and to help them deal with the “real-life” issues that keep them from staying healthy. Although a CHW is not in a clinical role, having the capacity to learn basic clinical concepts in order to identify when a referral to a licensed clinician is appropriate is an important skill.

The CHW will work with high risk Neighborhood Health Plan and other Medicaid patients receiving care at a Brigham and Women's Hospital affiliated primary care practice. This particular high risk patient population presents a unique set of challenges, including higher rates of mental illness and substance abuse. These patients are also often harder to contact and engage. And with weaker ties to their primary care practice, many of these patients visit their local emergency department instead of their primary care doctor and receive fragmented care. Our project aims to integrate CHWs into the primary care team, serving as a bridge between the primary care team and patients in the community that are at high risk but are disconnected with primary care. By doing so we hope to re-engage patients with their primary care team and improve their patient experience and health outcomes. As a CHW on this project, you will develop trusting working relationships with the patients you work with and be supported by a primary care team that includes primary care physicians, care coordinators, and social workers.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Provide community health work services for patients identified as high risk due to medical or psychosocial challenges.
- Attend initial and continuing education training programs including self-directed reading and in-person and online learning.
- Work with patient and provider to set goals for patient's care.

- Meet patients in their homes and perform structured assessments that include goal setting.
- Meet patients in the emergency department, primary care clinic or hospital to reinforce and advance patient goals.
- Make weekly follow-up calls and regular home visits to patients.
- Motivate patients to meet their health goals.
- Provide culturally sensitive services to patients from different cultures.
- Coordinate with the iCMP Resource Specialists to access resources for identified problems including homelessness, substance abuse and food insecurity after assessment by a licensed social worker clinician.
- Assist patients with organizing their records, making follow-up appointments, and filling their prescriptions.
- Help patients fill out applications for Medical Assistance and SNAP (Supplemental Nutrition Assistance Program).
- Provide advocacy, patient education and support in accessing community-based and hospital-based programs.
- Refer to internal or external care management services when other issues are identified (i.e. food insecurity, domestic violence, etc.)
- Develop and maintain strong working relationships with the iCMP nurse care coordinator, iCMP behavioral resource specialist, primary care physician and health center behavioral health team.
- Document each patient encounter in detail.
- Prepare reports and documents as needed or requested.
- Attend a weekly group meeting with program supervisors.
- Other duties as reasonably assigned.

### **QUALIFICATIONS:**

- Bachelor's degree preferred.

### **SKILLS/ABILITIES/COMPETENCIES REQUIRED:**

- Local community resident with good knowledge of the resources of the community.
- Prior experience as a community health worker, health coach or outreach worker desired; health care experience a plus but not required.
- Demonstrated commitment to impacting the care of high risk patients.
- Solid knowledge of the Core Competencies for CHWs (as identified by Massachusetts, Department of Public Health):
  - Outreach Methods and Strategies
  - Client and Community Assessment
  - Effective Communication
  - Culturally Based Communication and Care
  - Health Education for Behavioral Change
  - Support, Advocate and Coordinate Care for Clients
  - Apply Public Health Concepts and Approaches
  - Community Capacity Building
  - Writing and Technical Communication Skills

-Special Topics in Community Health

- Prior experience using motivational interviewing a plus but not required.
- Excellent oral and written communication skills.
- Ability to carry out written and oral instructions.
- Ability to exercise judgment in the application of professional services.
- Self-motivated.
- Ability to work both independently and as a team member in multicultural settings.
- Ability to speak Spanish is a plus.
- Detail-oriented with the ability to multi-task.
- Ability to plan and structure workday.
- Comfortable with home visits and outreach.
- Strong time management, organizational and planning skills.
- Must have two references.
- Must successfully pass a background check and pre-employment physical exam.
- Must be willing to commit to the full time period of employment.
- Proficient in all Microsoft Applications, including MS Word and Exel.
- Able to perform computer data entry.

**SUPERVISORY RESPONSIBILITIES:**

None

**WORKING CONDITIONS:**

The work will be based in an outpatient primary care practice at Brigham and Women's Hospital. The CHW is expected to perform as a member of the patient's outpatient primary care team, assisting in the advancement of the patient's care plan by outreaching to patients in the community, making visits to patients' homes and accompanying patients to scheduled clinic appointments. Hours will be primarily 9am-5pm Monday-Friday, but occasional evenings/weekends may be required. Please note this position is temporary at this time and limited in duration to 40 weeks due to grant funding and will be subject to review prior to renewal. Please apply only if you are able to work full time through October 2017. Please include a letter of interest stating your reasons for applying and describing what skills you can bring to this role. Only complete applications will be reviewed.