



# Wallowa County Health Care District

**JOB TITLE:** Community Health Worker

**FLSA STATUS:** Non-Exempt - Union

**DEPARTMENT:** Wallowa Memorial Medical Clinic

**DATE:** January, 2025

**REPORTS TO:** Medical Clinic Executive

**APPROVED BY:** Medical Clinic Executive

## **JOB SUMMARY:**

The Community Health Worker (CHW) will serve as a vital link between Wallowa Memorial Medical Clinic (WMMC) and the community, supporting patients in navigating healthcare and accessing necessary services. The CHW will work closely with patients and their care team to promote health education, prevention, and wellness, while addressing social determinants of health and fostering trust within the community. They will assist with outreach, provide resources, coordinate care, and help patients understand their healthcare needs. This role requires strong communication skills, cultural competency, and a commitment to improving health outcomes for underserved populations.. The CHW will reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing and/or assisting them to sources of emotional, financial, administrative, or cultural support.

## **MISSION, VISION & VALUES:**

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

Includes the following and other duties may be assigned. Nothing in this job description should be inferred to condone an employee acting out of their scope of license. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide an effective communication link between patient and Clinic Care Team (care provider, clinical support staff, case management, etc.), including relaying messages from referral providers, gathering information from patient through in office, phone, or home visit appointments, etc.
- Ensures that all referred patients are tracked, data entered into EHR, and that they are completed appropriately.
- Assists in the coordination of care with community resources. Ensure that information goes when and where it is needed.
- Assists patients with filling out paperwork when needed.
- Assists patients with medical transportation when needed.
- Accompanies patients to appointments if necessary.
- Gathers statistical data essential to evaluate patient care.
- Fosters the patient/family's involvement to assure a sense of trust and effective decision making.
- Demonstrates knowledge, understanding and a positive working relationship with community resources and agencies.
- Employee must show initiative in work duties.
- Compassionate and truly interested in helping others.
- Integrity, patience and ability to follow directions.
- Self-directed with excellent organizational skills.
- Maintain CHW certification and education.
- Provides accurate and complete information to patient care teams necessary to insure appropriate decision making.



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- Communicates in a clear and concise manner.
- Able to work in hospital, clinical, home, and a variety of community settings.
- Respects the autonomy, dignity, privacy and rights of the patient and acts as a patient advocate.
- Ensures that confidentiality of all pertinent patient care information is maintained and that patient rights are protected.
- Maintains good working relationships within the department, with other departments, clinics, and community organizations.
- Treats patients, families, co-workers, and medical staff with respect and dignity.
- Attends continuing education in-services and workshops in compliance with clinic standards and to ensure a skill level necessary to perform the job's functions.

## **EDUCATION & EXPERIENCE:**

- CHW certification preferred; required within one year of hire.
- One year of experience in healthcare or social services setting preferred.
- High School diploma or GED required.
- BLS within six months of hire.
- Valid and unrestricted Driver's License may be required.
- Proficient using Microsoft Office Suite.
- Excellent customer service skills.
- Demonstrates public speaking skills and English proficiency.

## **CORE COMPETENCIES:**

- Compassion – Welcomes, mentors and receives new team members.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

## **POSITION SPECIFIC COMPETENCIES:**

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively looking for ways to help people.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

## **WORK ENVIRONMENT:**

This job operates in a healthcare setting. This role requires regular walking to various locations around the hospital. This role also routinely comes into contact with patients who may have contagious illnesses.



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**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:**

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

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I have read and understand the above job description.

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**Employee Signature**

**Date**