



JOB DESCRIPTION

Job Title: Community Health Representative (CHR)
Reports to: Community Health Nurse
Salary Minimum: DOE

Department: Health
Employment Status: Full-time
Supervisory Status: None

Summary

This position is in the Community Health Section, Health Department, Fort Mojave Indian Health Center, Mohave Valley, AZ. The Community Health Representative is responsible for providing care to Native American eligible for care within the Fort Mojave Indian Health Center service area. The CHR is liaison and advocate for all patients requiring support and care within this community. Patient services will be planned, coordinated, and provided in a culturally sensitive manner relevant to the beliefs and customs of the Native American community served. Disease prevention health promotion and patient education are the basis of the care provided by the CHR staff.

Objectives of the Role

- Build and maintain lasting relationships with clients and partners by understanding their focus and anticipating their needs.
- Coordinate internal and external resources to expedite workflow.
- Stay current with company offerings and industry trends.
- Oversee and achieve organizational goals while upholding best practices.

Essential Duties and Responsibilities

- Facilitate appropriate use of health services by providing a coordinated communication link between members of the community and available health resources.
- Provide a network of personal care services to individual families in the home setting for the purpose of helping them maintain health and independence.
- Evaluate community concerns and needs related to health care and relate these to the outreach and Medical team members for problem solving and resolution Refer patient needs to weekly staffing meetings for assistance and patient support.
- Document each visit into the Electronic Medical Record (EMR) or equivalent modality in accordance with Health Department policy.
- Attend community gathering and events as a representative of the Health Center team promoting health and wellness.
- May be assigned to visit patients in other settings; acute care hospitals, nursing homes, board, and care residences, to assure the patients well-being and provide support for the patients' cultural needs.
- Provide health information and teach individuals and families how to attain and maintain health and wellness.
- Provide care within the clinic seating as requested. This care will include vital signs blood glucose, height and weight and patient education. May also be trained in specialty care

such as wound management and diabetes care.

- Educate and inform Health Center staff the cultural values and traditions of the Fort Mojave community that must be considered in the plan and provision of medical care.
- Complete patient care documentation in an accurate timely manner.
- Attend training programs as required. Includes three-week, basic CHR training during the first six months of employment, periodic refresher CHR training, CPH and First Aid, infection control, work safely and blood borne pathogens.
- Assist Outreach, nursing and medical staff with any tasks and responsibilities assigned with the scope of work for Community Health Representatives.
- May be required to aid with transportation duties and the delivery of medications.

Competency

- Utilizing approved Electronic Medical Record (EMR) or equivalent modality.
- Maintain confidentiality.
- Must be reliable, responsible, dependable, and fulfill obligations.
- Communicate efficiently and effectively.
- Follow instructions and pay close attention to detail.
- Computer literate and clerical oriented to work with word documents, managing files/records, and other office procedures.
- People oriented person and sensitive to others' needs and feelings of being understanding and helpful on the job.
- Exceptional customer service skills.
- Able to work with limited supervision.
- Self-motivated.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education and experience requirements listed below are representative of this position's requirements.

Education/Experience

- Must have high school diploma.
- Become certified in CPR and basic First Aid within 60 days of employment.
- Complete CHR training within 6 months of employment; and maintain yearly CHR training and role competencies annually.
- Ability to function effectively with a team structure with frequent interaction and communication with team members.
- Exceptional customer service skills.
- Must pass pre-employment drug screening and criminal background check.

Language Ability

- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Ability to write reports and correspondences.

- Strong interpersonal and communication skills and the ability to work effectively with a cadre of various departments.

Reasoning Ability

- Ability to critically think and problem solve.
- Ability to actively listen and give 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.
- Ability to combine pieces of information to form general conclusions. (Inductive Reasoning)
- Ability to apply general rules to specific problems to produce answers that make sense. (Deductive Reasoning)

Computer Skills

Knowledge of word processing software; spreadsheet software; Windows system (Word, Excel, Outlook, etc.) preferred; internet software.

Equipment, Machinery, Tools, and Material Utilization

Ability to use, operate and/or handle equipment such as computer, copier, fax machine, telephone, and calculator. This is not an inclusive list.

Certificates and Licenses

Valid Driver License and good driving record.

Supervisory Responsibilities

None

Physical Demands

While performing this job the following demands may arise and the individual must be able to write, type, walk, stand, bend, stoop, crouch, hear, reach, and push wheelchairs and gurneys. Support patients as necessary for procedures. Vision is an important part of this job and requires the ability to see small print; corrective lenses are acceptable.

Employee Signature & Date

Supervisor Signature & Date

