



Job Description

COMMUNITY HEALTH WORKER – PEDIATRIC

(Serving the Somerville & Cambridge Communities)

POSITION OVERVIEW

The Network Health Alliance program uses teams of community health workers, nurse practitioners, and mental/behavioral health clinicians to supplement clinic-based primary care for patients with multiple chronic diseases, difficulty managing their illnesses, and high rates of hospitalizations and preventable emergency room visits. Many of these complex patients are children and adolescents, and many are challenged by difficult family situations, mental illness, behavioral challenges, substance use, or developmental delay. Pediatric patients may have multiple chronic diseases, but most commonly have poorly-controlled asthma. It is anticipated that each Community Health Worker will have a caseload of approximately 30 patients.

POSITION SUMMARY

The primary responsibility of the CHW is to be a medical and social advocate for marginalized high-risk children and adolescents with multiple chronic diseases in Cambridge Health Alliance

PERMANENT ESSENTIAL DUTIES AND RESPONSIBILITIES

- Take responsibility to coordinate social and medical services for approximately 30 patients and families. The CHW will go to the patient's house or other specified site (such as an afterschool program or teen center) to provide support and training. Frequent telephone contact with patients and families is an expected component of services.
- Establish a therapeutic and trusting relationship with each patient and family. Assist the patient as he/she follows treatment recommendations of his/her doctors and nurses; ensures the patient practices healthy behaviors, and obtains necessary support services.
- The CHW will help patients identify and work toward achieving their own goals, and the goals of their health care team.
- Accompany patients to medical appointments, and to other relevant service locations. He/she will ensure patients receive appropriate and timely services by making referrals and motivating/teaching patients/parents to effectively navigate the health care system.
- Use a curriculum to engage the patient in conversations about relationships, medication adherence, exercise, nutrition, health care system navigation, substance use, and other health behaviors.
- Collaborate closely with nurses, social workers, and mental/behavioral health clinicians. The CHW will communicate patient medical concerns as they come up, seeking support and guidance proactively.

- The CHW will report immediately to the Program Manager or Nurse Practitioner if they are concerned for their safety or the safety of their patients.
- Accurately and carefully document all patient interactions in a timely fashion. The CHW will complete service plans and participant evaluations as directed.
- Participate in ongoing staff development trainings to maintain and improve personal knowledge-base of chronic diseases.
- Attend weekly staff meetings and case reviews.
- Attend regularly scheduled supervisory sessions with the Program Manager.
- Perform other related tasks as assigned.
- Each CHW will drive his or her own vehicle; he/she will be reimbursed for the mileage that is used for the health promotion work. CCA will not be responsible for any personal or vehicular damage incurred in a motor vehicle accident or other incident.

Expectations: The job of the Community Health Worker is a full-time position.

REQUIREMENTS

- Related work experience in: Chronic disease, significant family stress, adoption or foster care, dysfunctional substance use, homelessness, sex work, and/or involvement with the criminal justice system; or equivalent understanding via experience in a health care or social services setting.
- 2-3 years of community outreach/case management work experience in a health care or social service setting or equivalent life experience.
- Experience with pediatric patients who have chronic diseases and/or behavioral/mental illness.
- English fluency required.
- Spanish, Portuguese, and/or Haitian Creole fluency preferred.
- *Valid driver's license, safe driving record, and possession of a vehicle are required.*

SKILLS/ ABILITIES/ COMPETENCIES:

- Demonstrated respect for patients and families with chronic disease, mental illness, and substance use, and their diverse life styles and choices. Ability to openly address and acknowledge issues of substance abuse and mental illness in a non-judgmental way.
- Interest in working with children and teenagers, and ability to effectively engage both adolescents and parents.
- Strong communication and writing skills and computer literacy.
- Excellent time management and organizational skills.
- Strong work ethic and ability to effectively strategize and problem-solve when needed.
- Creativity, flexibility, sound judgment, and ability to work independently and take initiative.
- Demonstrated ability to work as an effective team member in a complex and fast-paced environment.
- Excellent interpersonal skills and demonstrated ability to interact professionally with culturally and educationally diverse staff and patients.
- Ability to motivate others.

WORKING CONDITIONS:

20 -30% work in office

70 – 80% work seeing patients in their homes or at medical and social service organizations.

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