



**Today's Date:** August 23, 2023

**Job Listing:** Community Health Worker. Ottumwa, Iowa

**Hours:** Hours and days may vary depending on community events and clinic needs. All scheduling is subject to change at any time.

**Duties:** The Community Health Worker will work to provide outreach, health education, and links to health care for community members in need. The Community Health Worker is responsible for matching patients and community residents to primary care, behavioral health, or dental services at RHCHC or to specialists as needed. Follow-up, coordination of available resources, social support, informal counseling, and advocacy for patient groups is an essential role of this position. This purpose of the role is to build/strengthen collaboration with local partner organizations, to increase community health literacy while assisting future patients to obtain access to primary health, dental and behavioral care.

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

1. Provide health education to patients regarding their health conditions, provide support and follow-up for all RHCHC services (Medical, Peds, Women's Health, Behavioral Health, and Dental.)
2. Provide structured patient education on health coverage, engage in referral and follow-up and/or offer renewal assistance for enrolled individuals by referral to Outreach & Enrollment.
3. Distribute outreach materials to patients, community members, partner organizations and businesses to build awareness regarding available and follow up care.
4. Develop, discover, and attend community events to promote River Hills services.
5. Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development opportunities.
6. Accurately provide required reporting to track goal achievement and client satisfaction.
7. Recruit and utilize volunteers to increase program capacity.
8. Assist in the development and implementation of organizational outreach and enrollment initiatives. Promote diversity and inclusion in health care populations.
9. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
10. Other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalency required. Prefer two years of work experience in healthcare setting, or current pursuit of a health care career in nursing, dental, or behavioral health.

### **Knowledge, Skills and Abilities:**

1. Bilingual English-Spanish desired for Ottumwa placements.
2. Intermediate Language, intermediate math, intermediate reasoning ability.
3. Ability to prioritize and process information quickly and accurately.
4. Ability to interact with patients and guests in a professional, calm, and welcoming manner.
5. Must be able to travel with use of a personal vehicle.
6. Must possess the ability to read and interpret documents.
7. Must possess the ability to write routine reports and correspondence.
8. Must possess the ability to speak effectively before groups and actively engage the general public in outreach situations.
9. Must possess the ability to interact respectfully with diverse cultural and socioeconomic populations.
10. Knowledge of the health and human services infrastructure, health insurance programs and public coverage options.
11. Strong computer skills with proficiencies in Microsoft Outlook, Word, PowerPoint, Excel and internet based applications.

**Working Conditions:** Moderate to busy office working conditions with frequent interruptions.

### **Physical Requirements:**

1. This position requires prolonged sitting, some bending, stooping and stretching. It requires eye-hand coordination, and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. It also requires a normal range of hearing and eyesight to record, prepare, and communicate appropriate reports.
2. Position requires travel between sites and the ability to interact with others in both small and large group settings. At times, this position may include periods of extended physical activity, such as walking/standing at community events and/or moving and distributing educational materials.

This job description is intended to describe the general nature and level of work performed by the individual assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

**Supervisor:** Pediatric Clinic Manager

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at [shaigh@riverhillshealth.org](mailto:shaigh@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.