

COMMUNITY HEALTH WORKER

139-P

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for identifying and assisting individuals and families in accessing needed preventive primary health care services, such as family planning, prenatal care, immunization, pediatric care and other health services. The incumbent provides advocacy, support, and follow-up to determine if services have been received and assists families to establish health behavior improvement. The Worker collects basic health information, assists families to identify needs, provides basic health information and makes appropriate referrals. The incumbent serves as a liaison between community agencies and families to assist providers in recognizing the needs of the various populations that are to be served. The work is performed under the supervision of a Community Health Nurse who oversees the Community Health Worker (CHW) Program.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Conducts interviews in the home and other locations to identify, inform and assist individuals and families to access health, social and other types of services needed to assure positive health outcomes;

Develops and maintains relationships with staff of agencies for purposes of networking and providing information on available community health services;

Refers clients for needed services, assisting with access to transportation, as needed;

Provides advocacy, including assisting the client to learn to utilize the health, social services and other community service systems;

Reviews referrals and cases with the Community Health Nurse CHW Program to ensure

clients are receiving coordinated and appropriate services;

Follows up on clients' goal attainments through consistent contact and with at least monthly

home visits;

Attends Community Health Worker Program training sessions and other trainings as needed to

develop and/or maintain skills;

Completes referral forms and maintains accurate documentation in case records and reports;

May be required to operate a personal computer using standard word processing and spreadsheet applications;

May perform other program-related tasks, as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of programs offered through health and social agencies within the community; good knowledge of the health and social problems and attitudes in the community related to the area of assignment; ability to communicate effectively with designated community groups in order to acquaint them with available services; ability to record case notes and to present ideas clearly, both orally and in writing; ability to deal effectively with people in an interviewing situation; **ability to operate a personal computer and utilize common office software programs, including word processing, spreadsheets and databases**; ability to handle difficult situations in a courteous and tactful manner; ability to establish rapport with, relate to and motivate at-risk population; and sensitivity to cultural diversity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years experience with a health, human service or community agency providing information, informal education, guidance or referral assistance; or
- (B) Three (3) years of experience as described in (A) above.

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of an appropriate Motor Vehicle Driver's License.

SPECIAL NOTE: Bilingual skills may be required for some appointments.

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Originated: 06/12/06
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Placed in "Z" Draft Spec on 6/12/06
Revised in "Z" Draft on 7/11/06vb
Removed from Draft and placed in Classplan on 7/12/06
Revised in Classplan on 5/2/08
New requirement folder 02/09/09
Revised and Replaced in Classplan: 1/3/2023