



Community Health Description Job Description

Job category:	Community Health Worker	Staff Name:	
Department:	Programs	Supervisor	Director of Outreach and Health Equity
Location:	Cancer Care Services and/or Community Locations	Position type: FLSA status:	Full Time (Exempt) OR Part Time (Non-Exempt) OR Grant Sponsored Position

Overview of position

Community Health Workers (CHW) build trusting relationships with community partners and individuals in targeted populations in order to increase utilization of Cancer Care Services' programs, as well as increase equal access to cancer-related care. CHW's work closely with health care providers, social service agencies, the faith community, civic leaders, and other groups that serve at-risk populations.

Essential Job Responsibilities and Expectation Percentages

Expectation %	Responsibility/Work Activity
60%	<p><u>Community Outreach</u></p> <ol style="list-style-type: none"> 1. Actively identify new community partners and entities that have the capacity to refer cancer patients, survivors, and caregivers to CCS for services. 2. Build relationships with new client referral sources, and maintain existing relationships with client referral sources. Sustain frequent communication with referral sources - including regularly sharing information about CCS services, activities, training, and programs. 3. Effectively communicate with community partners and prospective clients the positive outcomes (emotional, financial, social, and educational) that cancer patients, caregivers and survivors in Tarrant County can experience when participating in Cancer Care Services' free programs and services. 4. Effectively collaborate and work with people from diverse backgrounds in order to reduce cultural and socio-economic barriers between those impacted by cancer and the resources that are available, like Cancer Care Services. 5. Represent CCS by participating in health fairs, community meetings, community task force groups, and other relevant events/groups to spread awareness of the agency and to build trust within the community. 6. Continuously expand personal knowledge and understanding of community resources, services, and programs available for cancer patients, survivors and their caregivers. Assist in maintaining an up-to-date and thorough listing of resources for clients. 7. Successfully promote CCS Outreach Tours in the community, and actively participate in these tours - including tour follow-up. 8. Work effectively with CCS volunteers - including requesting volunteer assistance from the Volunteer Coordinator, or personally recruiting volunteers, to help represent CCS at health fairs and other community events. Volunteers may also be former CCS clients. 9. Consistently adhere to CHW standards and CCS policies and procedures.
25%	<p><u>Navigation with Targeted Populations (when position requires client work)</u></p> <ol style="list-style-type: none"> 1. Provide psychosocial assessments and develop care plans for patients, caregivers, families and others. (<i>ex: distress tool, needs assessments, care plan</i>) 2. Provide appropriate and accurate information regarding community resources, state agencies and national foundations.



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	<ol style="list-style-type: none"> 3. Follow eligibility requirements for financial services provided by CCS. 4. Manage a caseload of independent clients, which requires open communication and regular follow-up, the collection and monitoring of outcome data, and timely/accurate documentation of all interactions. 5. Continually practice and develop problem solving skills when working with internal and external clients. Successfully handle complaints, resolve conflicts and negotiate if client concerns or issues arise. 6. Act as a patient advocate for clients by educating them about how to improve communication with their health care team regarding cancer diagnosis, treatment plan, palliative or hospice care options, social support system, and financial needs/resources. 7. When appropriate, refer clients to counseling services offered at Cancer Care Services, or other qualified external agencies. 8. Based on standard guidelines, refer suspected child and/or adult abuse, neglect or suicidal clients to appropriate external agencies. 9. Maintain a clear understanding and adherence to oncology policies and procedures when working with various oncology offices/clinics. 10. Use CHW training to provide ethical, as well as age and culturally-appropriate care to clients. Staff will be working with client groups that may include older adults, children, individuals, families and other support systems. We are committed to health equity and are honored to serve clients regardless of race, ethnicity, religion, sexual orientation, gender, or income. 11. Work closely with colleagues on the CCS program team to ensure that clients who are referred to CCS receive excellent service and care, including following-up to ensure client/staff connections have taken place in a timely manner. 12. Physical demands/working conditions: Expect to drive throughout Tarrant County to meet with community partners and clients, and adapt to workspace conditions at CCS or in external agencies, and be able to lift up to 20 pounds (examples: a box of brochures or materials for a health fair). 13. Must be able to complete simultaneous tasks in spite of frequent interruptions, distractions, client emergencies and stressful situations.
Expectation %	Responsibility/Work Activity
10%	<p><u>Documentation/Data Collection</u></p> <ol style="list-style-type: none"> 1. Provide clear, concise, accurate and timely documentation in client's electronical database records, according to agency and state regulations. 2. Ensure confidentiality and secured storage of all privileged communication with clients. 3. Document a variety of activities, including, but not limited to: <ul style="list-style-type: none"> ● Initial distress screenings ● Initial needs assessments ● Follow up distress screenings ● Follow up needs assessments ● Care plans ● Case notes ● Financial information ● Health insurance information 4. Adhere to HIPAA practices as determined in our HIPAA work plan yearly. 5. Adhere to scanning client documents into the client database per the latest policy and procedure guidelines.
Expectation %	Responsibility/Work Activity



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5%	<p>Budget</p> <ol style="list-style-type: none"> 1. Maintain knowledge of agencies services and the impact to the yearly budget. 2. May be assigned budget lines to monitor and explain to management as needed.
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Core Competencies
<ul style="list-style-type: none"> ● Growth Mindset Continue learning and growing, both professionally and personally, in order to achieve the agency's goals - your team's goals - and your individual goals. ● Communication Skills Devote time and resources toward sharing information, exchanging ideas and openly exploring a variety of perspectives. Adjust your style and content to other individuals or audiences. ● Solution-Driven Recognize and solve issues before they arise. Focus on common goals, and the mission. ● Commitment to Excellence Recognize and demonstrate what excellence means to you in your role at Cancer Care Services. ● Relationship Management Establish and maintain positive and productive working relationships within Cancer Care Services - within your department & with others outside of your work team. Explore and implement strategies to manage relationships effectively. ● Ethics Identify and implement ways to ensure that each decision you make is ethical. ● Logical Reasoning Use sound reasoning skills, including considering all facts and thinking them through, in your daily work routine. ● Data Management Recognize and value the importance of accurately tracking, reporting, and protecting data in order to ensure excellent client programs are consistently provided.

Minimum Formal Education/Experience Required
Preferred three (3) year experience in health/social services and/or education.
Preferred Skills
<ul style="list-style-type: none"> ● Exceptional relationship-building skills and passion for working with diverse and at-risk populations. ● Must be comfortable talking about cancer -- and meeting the needs of cancer patients, survivors and caregivers. ● Solid knowledge of community resources. ● Dependability, to include consistent attendance and punctuality. ● Excellent written and verbal communication skills. ● Ability to handle phone, in-person, and virtual interactions with community members and clients in a professional, efficient and compassionate manner. ● Must have effective communication/listening skills. ● Must be able to prioritize and organize workflow to meet deadlines. ● Must have reliable transportation and be able to travel within the Tarrant County area. ● Must possess the level of computer literacy appropriate to role. ● Existing social service and/or health care contacts in Tarrant County, if possible. ● Bilingual in Spanish, if possible.
Licensure/Certification
Community Health Worker certification
NOTE: Under certain conditions, CCS may consider helping ideal candidate obtain the CHW



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training required to receive CHW certification.

Reviewed by:	Tracey Willingham, LMSW Vice President of Client Programs	Date:	March 2021
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