



Advocate Community Providers Workforce, Community & Government Relations Department

Job Description: Community Health Worker (CHW)

General Job Statement:

Community Health Workers (CHW) will work with Medicaid beneficiaries living in the following NYC boroughs: Bronx, Brooklyn, Manhattan and Queens. CHWs will also work with medical providers, primary care teams, and community organizations to improve patient care and outcomes.

Requirements:

- Bilingual (Spanish or Chinese)
- Effective communication and organization skills
- Ability to work independently and collaboratively within a team
- Well known and connected within the community where he/she lives

Key Responsibilities:

- Connect with disengaged Medicaid beneficiaries (who may not be in contact with their physicians) through home visitations.
- Establish positive, supportive relationships and motivate Medicaid beneficiaries and their families to be active, engaged participants in their health by providing ongoing feedback.
- Assist Medicaid beneficiaries with:
 - Understanding care plans and instructions
 - Utilizing resources, including scheduling appointments and assisting with completion of applications for eligible programs
 - Accessing related services such as obtaining and utilizing a medical home
- Liaise with ACP providers to facilitate data gathering (i.e. conducting surveys on provider needs) and training initiatives.
- Plan, implement and document outreach activities with physicians, public agencies and non-profit organizations, including health and street fairs and community forums.
- Facilitate communication and coordinate services between providers and beneficiaries.
- Effectively work with people (staff, clients, doctors, agencies, etc.) from diverse backgrounds to reduce cultural and socio-economic barriers to quality health services.
- Build and maintain positive working relationships with clients, providers, ACP representatives, supervisors and office staff.
- Advocate for participants internally and externally in the community.
- Other duties as assigned.



Education/Experience:

- High school diploma or equivalent required.
- Any combination of 3 years health/social services experience and/or education.

Job type: Full time and part time.

Disclaimer: The above is intended to describe the essential job functions, the general supplemental functions and the essential requirements for adequate job performance. It is not to be construed as an exhaustive statement of all job functions.