

INDEPENDENT LIVING RESOURCES, INC.
Job Description: Community Health Worker

JOB TITLE

ILS/Community Health Worker

JOB SUMMARY

The ILS/Community Health Worker plays a key role in implementing community health and improving health outcomes for targeted populations. Through case coordination this position will provide social, behavioral, and resource support to consumers as they navigate the health care and social service systems. This position will be primarily working in the community with diverse populations of people with disabilities. This position works in partnership with Great Rivers Hub and works closely within a community of practice of other Community Care Coordinators.

QUALIFICATIONS

- Bachelor's degree in Human Services or other related field preferred
- Peer Support Specialists and/or Community Health Worker certification preferred.
- Ability to demonstrate an understanding of Community Health Worker (CHW) health care delivery system and the Pathways Community HUB model upon completion of Community Health Worker certification.
- Two years documented experience working in human services, healthcare, community outreach, health education, or related direct service or first-hand experience with a disability required.
- Trauma informed care training preferred.
- Demonstrated understanding of various healthy coping skills required.
- Knowledge of local community agencies and resources required.
- Intermediate computer and phone skills required. Ability to use e-mail and navigate the internet required.
- Ability to communicate effectively orally and in writing required.
- Knowledge and experience with data entry required.
- Ability to work effectively with socially and medically complex and diverse clients in a variety of non-traditional settings required
- Ability to work and communicate collaboratively in a team and manage multiple priorities required. Ability to utilize effective time management skills and exercise sound judgement required.
- Ability to plan and organize work effectively and attention to detail required.
- Ability and willingness to work hours outside a standard work week when necessary preferred.
- An insured vehicle and valid driver's license available for daily use or ability to arrange own transportation required
- Successful completion of a criminal record check required.
- Ability to work independently and as a member of a care team required.
- Demonstrate skills in creative problem-solving required.
- Knowledge of disability rights and IL philosophy required.
- Knowledge of the service system, benefits, entitlements and supports utilized by people with disabilities required.
- Experience facilitating teams and accomplishing goals required.
- Ability to develop and implement effective skill training programs required.
- Knowledge of accessible and affordable housing preferred.
- Knowledge of Americans with Disabilities Act preferred.

ESSENTIAL FUNCTIONS OF THE JOB

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1. Demonstrate IL Philosophy in daily work action
 - a) Serve as an advocate for the rights of people with disabilities
 - b) Disseminate knowledge of IL philosophy to staff, consumers, and the community at large
 - c) Protect consumer and agency information by adhering to confidentiality standards
2. Provide Information and Referral Services
 - a) Maintains knowledge of available community-based resources and programs to assist in meeting client needs.
 - b) Assists in ensuring services provide yield needed outcomes through education, communication, collaboration, and consumer advocacy, while preserving confidentiality.
3. Provide Advocacy Services
 - a) Advocate for consumer choice and consumer-driven focuses in all situations
 - b) Advocate with consumers to educate and support their interests, needs, and rights
 - c) Acts as a liaison between the consumer and the care team to support and provide resources for individuals
 - d) Provide individual or systems advocacy as needed
4. Provide Peer Support Services
 - a) Provide and Coordinate peer support and follow-up services
 - b) Accompany consumers to appointments as needed
 - c) Provides support and educational activities for consumers in order to promote health knowledge, self-sufficiency, self-care and to assist individuals in developing skills related to better health. Educational activities include but are not limited to: community resources, health education, social support, and daily living skills.
 - d) Motivates consumers to be active and engaged in their health.
 - e) Identify and apply appropriate role definition and skilled boundaries
5. Provide Skills Training Services
 - a) Perform and write independent living skills assessments
 - b) Provide Skills Training in areas of daily living
6. Provide Civil Rights Awareness Services
 - a) Keep current on the Americans with Disabilities Act and other legislation's rules and regulations affecting persons with disabilities
 - b) Assist with ADA accessibility surveys
 - c) Provide public education connected to the ADA and other related issues
 - d) Be actively involved in committees and workgroups who's actions impact people with disabilities
7. Provide Case Management Services
 - a) Documents in a timely and accurate manner all encounters, referrals, and follow ups in the CCS electronic database and CILs. Prepare reports and communicate with vendors as required
 - b) Tracks consumer progress towards identified outcomes with community agencies and assist in obtaining services required for risk reduction.
 - c) Meets consumer's minimum monthly for appointments. Assists in scheduling and accessing health and service appointments for consumer as needed i.e. financial, housing, transportation, shopping, primary care provider appointment, etc.
8. Support Consumers in the Development of Independent Living Plans
 - a) Finds and engages with consumers in the community to assess risks, eligibility for services, and provide referral information. Communicates with consumer's in-person, by telephone, electronically or by mail.
9. Employ Professional Judgment and Continue Professional Development
 - a) Maintain confidentiality of consumer-related information and maintain respectful treatment of clients.
 - b) Maintain skill and competence levels by attending department/staff meetings, Community of Practice meetings, and by participating in continuous training as required and appropriate.
 - c) Follow through on assigned quality (QA) assurance activities.
 - d) Plays a consistent and active role in identifying project inefficiencies and finding collaborative solutions to the problems
 - e) Accepts and performs other duties as assigned and are in line with agency requirements.

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SUPERVISION

The Independent Living Specialist is supervised by Independent Living Program Coordinator.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____

Independent Living Resources, Inc. is an Equal opportunity Employer.