



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: Healthy Start Community Health Worker
Department: Public Health
FLSA Status: Non-Exempt
WC Code: 8810
Effective Date: December 21, 2015
Last Revised: May 6, 2019
Pay Grade: A13
Union: AFSCME

SUMMARY

Josephine County's Healthy Start Community Health Worker is a frontline public health worker who serves as liaison between health and social services, and the Healthy Start participant. The Healthy Start Community Health Worker is responsible for outreach and client recruitment (with a special focus on recruitment of appropriate WIC clients), screening and assessment, care coordination, connection to services, health education, participant empowerment, and community engagement. The Healthy Start Community Health Worker collects required program data and enters it into the Healthy Start Data Base (Healthy Soft). Work is performed under the supervision of a WIC Program Supervisor who reviews work for compliance with departmental policies and procedures and through direct observation of clinic process. The Healthy Start Community Health Worker serves on the leadership team of the Josephine County Perinatal Task Force, providing advocacy for Healthy Start clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Enroll pregnant women into the WIC Program and eligible clients into the Healthy Start Program
2. Determine Healthy Start program eligibility by conducting screening and assessment.
3. Assess client health/psychosocial/environmental needs on an ongoing basis.
4. Perform routine anthropometric and biochemical measurements such as height, weight, and hemoglobin.
5. Screens and assesses, coordinates care, connects to services, provides health education, participant empowerment, and community engagement.
6. Refer specific health problems and questions to nursing staff, as appropriate.
7. Administer perinatal depression screenings and coordinate services with mental health specialists.
8. Provide referrals and linkages to appropriate Maternal/Child Health services and community resources.

9. Facilitate enrollment in publicly-sponsored health insurance programs and other social services, and ensure that newly enrolled members understand how to access their insurance plan.
10. Facilitate entry into pre-natal, inter-conception, and pediatric health care services. Help coordinate safe transport for clients from their home to approved medical and social services, and the provision of translation and interpretation services.
11. Assist clients in complying with prescribed medical protocols and case management plans.
12. Responsible for establishing trusting relationships with women and their families while providing general support and encouragement and accepting individual differences.
13. Maintain regular contact, and provide ongoing follow-up (visits, phone calls, texts) using motivational interviewing and goal setting with clients/families.
14. Conduct one on one health education on topics including nutrition, smoking cessation, SIDS risk reduction, inter-conception care, labor/delivery, family planning, father involvement and lactation.
15. Collect and monitor accurate data for clients using the Healthy Start database
16. Regularly participate in webinars meetings and trainings. Participate in monthly Health Start check-in meetings, quarterly Health Start field staff retreats, and required program in-service trainings.
17. Participate in the Perinatal Task Force Leadership team and attend monthly Perinatal Task Force meetings.
18. Coordinate and attend outreach activities for Healthy Start in the Community.
19. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities.

PROFESSIONAL QUALIFICATIONS:

Knowledge of Windows and applications such as Microsoft Word and Excel.

Knowledge of Microsoft Teams, ZOOM, GoToMeeting and remote meeting platforms.

Ability to write clearly, concisely without errors.

Knowledge of adult learning strategies and the ability to exercise sound judgment.

Ability to facilitate both one on one virtual appointments and virtual group sessions.

Ability to analyze and evaluate patients' needs utilizing motivational interviewing techniques.

Ability to establish and maintain productive relationships and rapport with patients, physicians, staff and community resources.

Ability to take initiative and work with minimal supervision.

Understanding of Community Resources & Programs in Josephine County

PERSONAL QUALIFICATIONS

Excellent, proven organizational and communications skills with the ability to interact with a variety of persons must be understanding, respectful and non-judgmental at all times when in contact with patients, visitors, and employees

Ability to be flexible and work under pressure

Computer keyboarding as well as note taking on a regular basis.

EDUCATION AND EXPERIENCE

High School Diploma or equivalent required; knowledge of the WIC program required; some college level courses or relevant training in the medical field preferred. Experience with virtual platforms essential.

JOB IMPACT

Consequences of error could include public embarrassment or exposure to litigation.

TYPICAL PROBLEMS ENCOUNTERED: Problems encountered generally revolve around dealing with clients/patients who may be anxious, verbally abusive and/or have other medical/emotional problems.

JOB CONTACTS

This position works directly with individual clients and their families, and other social service agencies/resources.

LANGUAGE SKILLS

Ability to communicate effectively both verbally and in writing; establish and maintain effective working relationships with other employees and the public; read and interpret documents such as operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; and communicate effectively. Fluent Bilingual English/Spanish verbal and written skills preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent in practical situations and to create and interpret graphs and charts.

REASONING ABILITY

Ability to exercise initiative and judgment in completing tasks and responsibilities; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

Experience in interviewing and counseling techniques virtually and telephonically, strong computer skills; the operation of standard office equipment.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of or ability to obtain a valid Oregon Driver's license; safe driving record.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing and a background investigation, including but not limited to criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification.

WORK ENVIRONMENT

Incumbents are occasionally required to lift and/or carry boxes of supplies weighing up to approximately 30 pounds. Employees are also required to drive to other neighboring counties and state required trainings that sometimes require travel in possibly hazardous weather and/or road conditions. This position is impacted by the necessity of meeting timelines; repetitiveness of explanations and procedures; heavy or uncontrollable work flow; the need to make judgments under pressure; the need for accuracy; and uncontrollable interruptions.

PHYSICAL REQUIREMENTS

The physical requirements outlined are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 30lbs			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input checked="" type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input checked="" type="checkbox"/>	Distinguish shades	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input checked="" type="checkbox"/>	Depth perception	Describe: Normal			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level:			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Chemical Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Uneven Area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Body Fluids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>