

Community Health Net Position Description

Title: Community Health Worker Supervisor

Original: February 2023

Department: Community Health Worker

Reports To: Director of Operations

FSLA Status: Exempt

Board Approved: February 15, 2023

Summary

Community Health Worker (CHW) Supervisor is sought to oversee a team of Community Health Workers within Community Health Net. The CHW Supervisor will provide day-to-day guidance to Community Health Workers who are embedded within the Community Health Net sites. The CHW Supervisor, and the staff they oversee, will facilitate patients' education, care coordination, and access to services that address healthcare and social determinants of health need. The CHW Supervisor will ensure these staff are equipped with training and supports they need to ensure high-quality, person-centered care.

The CHW Supervisor will also serve as a liaison between Community Health Net Patients, health care facilities, and health care system payers. The CHW Supervisor will work within health care settings and in the local community and will be able to conduct home visits with clients, when appropriate.

Essential Duties and Responsibilities

Community Health Worker (CHW) Supervisor oversees the activities of Community Health Net's Network Community Health Workers. The CHW Supervisor will provide these staff with adequate coaching and support to ensure the quality of their work and the accuracy of regular reports.

- Ensures that the work of the CHWs is in line with and meeting the goals and expectations of those respective programs.
- Builds, maintains, and expands strong cooperation with programs and services within Community Health Net, with health care systems, and with community-based organizations in the community.
- Attends all meetings and events in their catchment area.
- Ensures that CHWs regularly document their services, client contacts, outreach activities, and outcomes in a timely manner in the electronic health record system and other tracking systems.
- Ensures all CHWs complete required training within in a timely manner.
- Conducts weekly supervision with CHWs.
- Observes a support group, a visit to a community group, a home visit, or some other behavior change activity at least monthly.
- During supervisory meetings, supports CHWs to plan their monthly activities. This includes helping them to be a connector, an advocate, and a change agent by:
 1. Educating community members on the benefits of vaccination for various viral infections.
 2. Promoting vaccinations and immunizations to community members.
 3. Identifying target patients/households.
 4. Identifying and working with community groups eager to promote health.
 5. Revitalizing existing support groups and forming new ones.

Community Health Worker Supervisor

6. During supervisory meetings, evaluates CHWs performance, provides feedback, and agrees on recommendations to solve problems and improve CHW performance.
 7. Compiles supervision forms at each supervision visit.
 8. Collects monthly activity reports from each CHW under their responsibility.
 9. Submits monthly reports to Director of Operations, consolidating information from the monthly activity report compiled by all CHWs under their supervision.
 10. Maintains constant communication with Director of Operations to ensure that CHW efforts are effective and coordinated.
 11. Coordinate patient outreach efforts with Community Health Net CHWs, with staff across the Community Health Net, and with community partners (e.g., hospitals, social service agencies).
 12. Assist patients in navigating the healthcare systems and connect patients to resources across the Community Health Net enterprise and in the community.
 13. Connect and guide patients to community resources to meet their social determinant of health (SDOH) needs as well as behavioral and physical health care needs.
- Performs other job duties as assigned.

Work Environment

- Maintains a safe, clean, and organized workstation.

Physical Demands

While occasional travel among CHN sites may be expected, this is primarily an office-based position. The physical demands described are representative of those that are needed to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable otherwise qualified candidates to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

Policies/Procedures

- Maintains confidentiality in all aspects of the position.
- Meets or exceeds CHN's Attendance and Punctuality Policy.
- Complies with all CHN Policies and Procedures.
- Complies with all applicable Pennsylvania and Federal Policies and Regulations.
- Reports all safety concerns/issues to Director of Operations immediately.

Interpersonal

- Establishes and maintains a cooperative team environment.
- Exhibits positive relationships with internal and external parties in a professional manner, consistent to CHN's Mission and Vision.

Education/Development

- Complies with annual Joint Commission and organizational competencies.
- Attends continuing education and staff meetings to improve job performance as directed.

Community Health Worker Supervisor

Qualifications/Requirements

- High School Diploma/GED required.
- Certification as Community Health Worker strongly preferred but not required, can be acquired or started within 90 days introductory/probation period.
- Demonstrated experience in supervising teams.
- Experience working in a community-based setting for at least 2 years.
- Demonstrated knowledge of community-based services in Erie, PA.
- Familiarity working as a member of an interdisciplinary team.
- Experience navigating complex healthcare and social services systems.
- Excellent written and verbal communication skills.
- Excellent organization and attention to detail.
- Ability to multi-task effectively and manage multiple expectations.
- Strong ability to work, in person and remotely, with diverse staff.
- Knowledge of medical terminology preferred.
- Basic computer skills.
- Has working knowledge and understanding of Community Health Net Strategic Plan and Erie County needs assessment.
- Have cultural awareness and competency related to race, sex, gender, language, and religion.
- Experience working with adults who have HIV, a mental illness, substance abuse, a criminal record and/or health concerns preferred.
- De-escalation and crisis management skills.
- Demonstrated critical thinking, problem-solving, effective communication, and time management skills.
- Demonstrated ability to work effectively in an interdisciplinary team format.
- Excellent analytical, customer service skills to facilitate care plans and the resolution of case management problems.
- Ability and willingness to provide emotional support, encouragement, and motivation to patients.
- Develop and draft goals to address barriers to healthcare.
- Work with patients to reach goals identified.
- Ability to identify environments potentially requiring notification to authorities (domestic or child abuse).
- Reliable transportation.
- Valid PA driver's license.

Employee
Signature: _____ Date _____

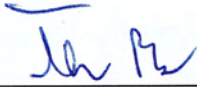
Supervisor
Signature: _____ Date _____

Community Health Worker Supervisor

Board of Directors Job Description Approval

Job Title: Community Health Worker Supervisor

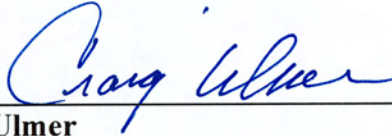
Presented to the Board of Directors and Approved on February 15, 2023.



2/15/23

Thierno Barry
Board Chair

Date Signed



2/15/23

Craig Ulmer
Chief Executive Officer

Date Signed