



Southwest PA Area Health Education Center

*RECRUIT * TRAIN * RETAIN*

Pediatric Community Health Worker
East Liberty
Two-Year Grant Funded Position

Annual Salary Range: \$37,000 – 42,000

Please submit a resume and a brief (no more than one page) response to the following question:

Why I want to work with children and families in/around the East Liberty neighborhood?

Submit to Mike Bowersox at mbowersox@southwestahec.org

Position Summary

The Community Health Worker (CHW) is a trusted member of the local community who helps the community improve their health through a range of outreach, education, prevention and patient navigation activities. They seek to promote the community's voice within the health care system, while playing an active role on patients' care teams. The CHW will have a regular presence in the community they serve and will provide patient support in accessing and using appropriate medical and mental health care as well as specialty services, and help improve their understanding of chronic disease management and preventive health care. The CHW is a "natural helper" in the local community, building trusting relationships with patients, as well as acting as a liaison among individuals, the health center and area social service providers. The CHW will have the skills and life experience necessary to understand what patients are going through in relation to health and social challenges, and will help them get through difficult times.

This position is part of a Community Based Care Management Program (CBCM) partnership between UPMC For You (UPMCFY) and Southwest PA Area Health Education Center (AHEC). The Pediatric CHW will be reaching out and meeting with UPMCFY Health Plan members living in the East Liberty and surrounding communities. The CHW will reach out to the household of the child to offer support services, including but not limited to basic needs, social determinants of health navigation, and connecting members/families to primary care providers. CHWs will refer members to appropriate UPMC care management services as needed. CHW will maintain a relationship over time, as appropriate to the needs of the member.

Specific Activities:

- Coordinate social determinant of health (SDOH) needs for identified UPMCFY members.
- Enhance patient's and family's ability to effectively communicate with healthcare providers and understanding to carry out healthcare providers' advice.
- Coordinate access to primary and specialty care services.
- Complete member referrals to other key services, such as UPMCFY Care Managers and other organizations that coordinate SDOH services, as needed.
- Provide monthly check-ins with UPMCFY and submitting data tracking for all members served including, but not limited to: Referral tracking, any screening or assessment information, any referrals made, self-reported member outcomes over time, any events

- organized, any community presentations given, hours worked.
- Continuously expand knowledge and understanding of community resources, services and programs and connect patients to resources and/or entitlements as indicated assisting them in completing applications.
 - Motivate patients to be active and engaged participants in their health by developing health management plans and goals including exercise and diet.
 - Collaborate with behavioral health and physical health care team regarding patients' problems and needs.
 - Maintain updated client records with plans and notes in the electronic health record.
 - Attend community meetings, health fairs and community advisory committee meetings to understand community issues or build relationships with community members.
 - Conduct home visits for vulnerable patients such as those with chronic physical or mental illness, pregnant women, newborn infants, or other high-risk individuals to monitor their progress or assess their needs as indicated.
 - Contact clients in person, by phone, or in writing to ensure they have completed required or recommended actions. Assess barriers and connect to resources as appropriate.
 - Provide feedback to health service providers regarding improving service accessibility or acceptability.
 - Report incidences of child or elder abuse, neglect, or threats of harm to authorities and supervisor, as required.
 - Perform such additional services as the Parties may mutually agree upon.

Knowledge, Skills, and Abilities:

- Applicants should consider themselves to have strong interpersonal, organizational, and collaboration skills
- Live in or near the East Liberty community
- Complete the 100-hour CHW training course via AHEC
- Skills in effective oral and written communication
- Ability to establish and maintain effective working relationships with health systems officials, associates, professional groups and general public
- Ability to exercise judgement and discretion in applying and interpreting organizational regulations and procedures
- Ability to manage multiple priorities and meet deadlines
- Ability to work independently while managing multiple activities
- Ability to use computers and associated software
- Ability to respond to public health emergencies
- Problem solve and foster strong group dynamics.
- Support, mentor, and coach members.
- All other duties as assigned by the Executive Director.

Qualifications

- High school degree or equivalent plus professional or volunteer experience in the healthcare or social services field
- PA Child Abuse History (ACT 33), PA Criminal Record Check (ACT 34), and the FBI Fingerprint Criminal History (ACT 114) clearances are required

- Excellent organizational skills to manage projects and timelines with specific attention to detail.
- Excellent communication and interpersonal skills, both written and verbal.
- Commitment to community service.
- Experience facilitating, public speaking and training in classroom or non-traditional settings
- Website and social media content development experience preferred.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given prescribed routines, and standard accepted practices.
- Must be a team player.
- Requires reliable transportation as travel is required, valid driver's license, good driving record and automobile insurance.
- Demonstrated ability to work well with diverse individuals and communities.

Covid-19 Vaccination & Documentation Requirement

In accordance with local Health Department policy, as of August 9th, 2021, all prospective external applicants and re-hires who have received a written conditional offer of employment will be required to be fully vaccinated.

Per the CDC, people who are considered fully vaccinated have completed a COVID-19 vaccine primary series of a 1 dose or 2 dose series vaccination. Given the populations you will be working with, applicants are encouraged to be up-to-date on any relevant boosters.

No applicant may begin employment until COVID-19 Vaccination Documentation is received by AHEC, and the applicant has been made a final offer of employment pursuant to meeting all hiring considerations.

Fringe Benefits

Paid holidays, personal days, vacation and sick leave benefits, medical coverage and dental benefits, a retirement plan, life insurance and a deferred compensation plan after eligibility requirements have been met.