



HEALTH FEDERATION OF PHILADELPHIA

The keystone of community health since 1983

Job Title: Lead Community Health Worker
Department/Program: Population Health
Reports To: Diabetes Program Manager
FLSA: Non-Exempt
Status: Full-Time
Supervises: NA
Created/Revised: September, 2023

JOB SUMMARY

The individual hired for this role will be a key member of the team working on a CDC-funded project to prevent and manage diabetes and related complications among underserved communities in Philadelphia.

The Lead CHW will act as the main Lifestyle Coach for National Diabetes Prevention Program (NDPP) groups in health center and community-based organization settings. The NDPP is a year-long lifestyle change program that has been proven to help people with pre-diabetes slow or stop the progression to Type 2 Diabetes. Groups meet weekly for the first six months and participate in a structured curriculum while committing to changing their diets and increasing physical activity. The Lead CHW will work with partner organizations to recruit NDPP participants, orient potential participants to the program, and enroll them in groups. They will then lead groups and maintain contact with participants and host organizations between groups. In addition, they will support participants by connecting them to health services, and clinical care, and helping with a variety of social issues that hamper their ability to maintain good health. They will also work with the Project Director and consultants to develop and improve CHW training and professional development activities, in addition to participating in coalition work to define the CHW role and advocate for reimbursement. Through both programs, this role will support the training of new Community Health Workers.

For this role, we will seek to hire an experienced CHW with leadership and communications skills as well as lived experience. Experience working with patients with Diabetes and/or pre-diabetes and training as an NDPP Lifestyle Coach is highly desirable.

JOB SPECIFICATIONS

Responsibilities/Duties:

- Build relationships with partner organizations, and communicate with referring providers.
- Engage in outreach to potential program participants to recruit into the program.
- Assess and address potential barriers to participation, including transportation, digital access, and childcare.
- Mentor and support other Lifestyle Coaches at partner organizations.
- Deliver the “Prevent T2” Program, adhering to the CDC-approved curriculum with the required intensity and duration (per the Diabetes Prevention Recognition Program Standards and Operating Procedures, i.e., DPRP Standards) to participants in a mindful, culturally competent, and trauma-informed manner.
- Encourage individual and group participation through interaction with open-ended questions and facilitate commitment to activities for effective lifestyle change. Motivate participants and create a welcoming and interactive environment for group discussion and community learning, whether in-person or online. Prioritize learning as a shared objective and encourage peer-to-peer engagement
- Prepare and stay updated on new findings and class content, review data, make reminder calls, send text messages and/or emails to participants, and document weekly weight and activity minutes.
- Be accessible to participants between weekly sessions to answer questions via the preferred method. Remind participants about upcoming sessions and address continued barriers to participation.
- In collaboration with the Diabetes Program Manager and/or Data Preparer, record, review, and submit session data elements for each participant within the DPRP Standards (i.e., attendance, body weight, total weekly minutes of physical activity, etc.)
- When make-up sessions are needed, follow up with participants outside of class if they were unable to attend a session that week (during months 1-6) or month (during months 7-12) to offer a make-up session (make-up sessions should consist of a one hour, in-person discussion or can be delivered via phone, video conference, or virtual session)
- Collaborate with the Diabetes Program Manager and others involved in data preparation to regularly monitor participant progress and address any issues to support participant outcomes.
- Comply with all applicable laws and regulations, including those governing participant privacy and data security (e.g., the Health Insurance Portability and Accountability Act [HIPAA])
- Support training and coaching of contract CHWs and CHWs working within partner organizations who are serving as Lifestyle Coaches
- Participate in coalition-building and advocacy related to the role of CHWs in Diabetes Prevention and Management.

Education:

H.S. Diploma/GED required, some college preferred
CHW certification required (If no current Certification, willingness to pursue Certification within the first six months of employment)

Required Qualifications/Skills:

- 3-5 years of experience working as a Community Health Worker with adults from urban communities that have a disproportionate burden of poverty and chronic disease.
- Lived experience navigating the healthcare system for self, family, or community and understanding of the barriers to achieving optimal health faced by low-income, un-/underinsured, and historically discriminated against communities.
- Specialized training to become a CDC Diabetes Prevention Program lifestyle coach is desired. If not already a Lifestyle Coach, willingness to train as one within the first two months of hire.
- Past experience leading NDPP groups preferred, but not required.
A passion for teaching people about healthy lifestyles and motivating participants to learn.
- Some experience in group facilitation
- Knowledge, and experience in health education, and nutrition and/or exercise program implementation.
- Skilled in verbal and written communication, well organized, computer literate, and capable of managing a variety of activities.
- Able to work a flexible schedule, including leading classes on nights and weekends.
- Demonstrates leadership qualities including time management, listening skills, problem-solving, critical thinking and decision-making, priority setting, work delegation, and work organization.
- Able to develop positive, longitudinal relationships and set appropriate boundaries with patients/families.
- Experience using tools like Microsoft Office and Google Suite for Business is a plus. The ability to quickly master new technology tools is essential.
- Experience working with community health and human service agencies or programs; experience with Medicaid and Federally Qualified Health Centers preferred.
- Ability to travel locally
- Good knowledge of Philadelphia neighborhoods and the resources of these communities.
- Bilingual in Spanish is a plus.

Position Type and Work Schedule

This is a full-time, non-exempt position.

Work Environment

Standard office setting, plus regularly scheduled meetings, training, etc. with participating health centers

Physical Demands

Able to sit and work at a computer keyboard for extended periods of time. Able to lift and move up to 15 pounds.

Travel

Must be able to get around effectively within Philadelphia and surrounding counties, either on public transportation and/or in your own vehicle. Limited travel beyond surrounding counties will be required, as well.

Salary and Benefits

\$25-\$30/hour

Our employees are our most valuable resource, so we offer a competitive and comprehensive benefits package, which can include:

- Medical with vision benefits
- Dental insurance
- Flexible spending accounts
- Life, AD&D and long-term care insurance
- Short- and long-term disability insurance
- 403(b) Retirement Plan, with a company contribution
- Paid time off including vacation, sick, personal and holiday
- Employee Assistance Program

Eligibility and participation are handled consistent with the plan documents and HFP policy.

DISCLAIMER

The Health Federation reserves the right to modify, interpret, or apply this job description in any way the Company desires. The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position. This job description in no way implies that these are the only duties, including essential duties, responsibilities and/or skills to be performed by the employee occupying this position. This job description is not an employment contract, implied, or otherwise. The employment relationship remains “at will.” The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.

Equal Opportunity Employer-The Health Federation of Philadelphia believes in and is firmly committed to equal employment opportunity for employees and applicants. We do not discriminate on the basis of race, color, national or ethnic origin, ancestry, age, religion, disability, sex or gender, gender identity and/or expression, sexual orientation, military or veteran status. This commitment applies to all aspects of the Health Federation of Philadelphia’s employment practices, including recruiting, hiring, training, and promotion.