



Job Title: **Community Health Educator**

Department(s): Community Health Outreach

Position Summary: Helps ensure the delivery of high quality comprehensive family planning and health promotion services to NHS patients. Provides outreach and education in the community. This position requires a multi-cultural, community-based approach to health education

Supervision Received: Community Health Manager

Supervision Exercised: None

Hours/Week 40 Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

- Delivers family-planning-related education, including unintended pregnancy prevention, to high-risk young adults and others in the clinic and North and NE Minneapolis communities
- Conducts reminder calls and implements other reminders to patients due for screening and preventive services, physical exam, and other preventive care visits and procedures
- Serves as the contact point, advocate and informational resource for patients, care team, family/caregiver(s), payers and community resources
- Works with patients to plan and monitor care:
 - Assesses patient's and family's unmet health and social needs
 - Develops a care plan, based on mutual goals, with the patient, family/caregiver(s) and providers (emergency plan, health management plan, medical summary, and ongoing action plan, as appropriate)
 - Monitors adherence to care plans, evaluates effectiveness, monitors patient progress in a timely manner, and facilitates changes as needed
 - Creates ongoing processes for patient and family/caregiver(s) to determine and request the level of care coordination support they desire
 - Provides effective communication to improve health literacy
 - Documents pertinent information in electronic medical record
- Under the direction of the Community Health Manager, develops tools for and implements activities as outlined in the Family Planning Special Projects (FPSP) and Eliminating Health Disparities (EHDI) work plans. Identifies outreach locations, events and other strategies and activities to promote education of target population.
- Represents Neighborhood HealthSource clinics and programs by conducting outreach and

education at community sites and agencies, health fairs and events with a focus on family planning/reproductive health, cancer prevention and screening, healthy lifestyle for chronic disease prevention. This includes one-on-one and group informational and educational meetings, distribution of posters, brochures and flyers, social marketing, and other strategies.

- Participates in external meetings, trainings and task forces to build effective relationships and partnerships; shares information and promotes NHS programming; gains expertise in relevant areas, and; collaborates/networks with funders, relevant community organizations and coalitions
- Tracks and reports service delivery and outcomes to meet agency and funder needs including, assisting with grant-related narrative and statistical reporting. Assists with related audits and evaluation activities.
- Serves as a health education liaison and resource for the community
- Assists patients and community members in scheduling clinic appointments, as appropriate
- Informs patients and community members about public health insurance and other cost-saving programs promoting access for health care services
- Participates in collaborative, community-based-prevention and related activities
- Represents NHS to patients, clients, funders and other constituents in a professional manner at all times
- Helps develop and conduct group educational sessions for parents/caregivers, youth and adults
- Works as a liaison between the community and the clinic

CORE REQUIREMENTS:

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification

- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

QUALIFICATIONS:

- Minimum of HS Diploma/GED
- At least one year of in-clinic or in-community experience with delivery of health education/information to diverse populations
- Demonstrated experience in conducting community outreach.
- Experience and comfort with public speaking
- Demonstrated commitment to and passion for improving the health of individuals and the community
- Competency in Microsoft Office Suite, especially Excel, Word and PowerPoint
- Computer skills at the level necessary for working efficiently in the company's practice management system, especially in the electronic medical record
- Experience with social networking (Facebook, Twitter, Instagram, etc) preferred
- Small group facilitation skills
- Able to:
 - Travel to multiple sites in a timely manner. Valid drivers license, insurance and vehicle required
 - Effectively and empathetically communicate about potentially sensitive personal and intimate issues or concerns with people of all ages and backgrounds
 - Speak knowledgeably and comfortably regarding GLBT issues, options for pregnancy and birth control
 - Maintain confidentiality
 - Plan, organize and multitask
 - Work independently and as part of a patient-centered care team
 - Work cooperatively and respectfully with others Work flexible hours, including some evenings and weekends
 - Work independently, without on-site supervision, and in the field.
 - Partner with other educators to work on community outreach initiatives

- Reproductive health and family planning experience preferred
- Chronic disease knowledge and education experience preferred
- Familiarity with Northeast Minneapolis community preferred
- Speak, understand, read and write English sufficiently to carry out all essential duties. Spanish language fluency required (written and oral)

Attachments

- Physical and Mental Requirements
- Work Environment

Employee Signature: _____

Date: ____/____/____