



Job Title: Community Health Educator/Patient Reception

Department(s): Community Health, Patient Reception

Position Summary: Helps ensure the delivery of high-quality comprehensive health education and promotion services to NHS patients and community members. Provides outreach and education in the community. This position requires a multi-cultural, community-based approach to health education and handles sensitive topics in a respectful, facts-based manner.

Supervision Received: Director of Community Engagement and Grants Management, Business Operations Manager

Supervision Exercised: None

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

FLSA Definition:

COMMUNITY HEALTH WORKER (70%)

ESSENTIAL FUNCTIONS:

- Develops trusting relationships with community members and patients, creating an appropriate space to provide health education--may include older youth, adults, and senior adults
- Delivers health education on a variety of topics (after receiving training) including but not limited to family-planning, unintended pregnancy prevention, sexually transmitted infections, chronic disease, mental health
- Works with patients to support and monitor care:
 - Assesses patient's and family's unmet health and related social needs and provides resources
 - Monitors patient adherence to care plans, provides health education, and encourages patient to engage in care plan
 - Conducts reminder calls and implements other reminders to patients due for screening and preventive services, physical exam, and other preventive care visits and procedures. Assists with scheduling appointments.
- Under direction, develops tools for and implements activities to deliver health outreach and education. Identifies outreach locations, events and other strategies and activities to promote education of target population.
- Provides outreach and education at community sites and agencies, health fairs and events. This may include one-on-one and group informational and educational meetings, distribution of flyers, etc.

- Participates in external meetings, trainings and task forces to build effective relationships and partnerships; shares information and promotes NHS programming
- Tracks and reports data for activities and patients. Documents pertinent information in electronic medical record. Assists with related data gathering.
- Performs other duties as assigned.

PATIENT RECEPTION (30%)

ESSENTIAL FUNCTIONS:

- Provides a welcoming first impression for patients and visitors: greets patients and completes check in process, responds to patient inquiries, updates records, collects payments. and maintains a clean and orderly public and workspace
- Completes daily administrative tasks such as printing daily documents, sorting mail, batching payments and others
- Facilitates patient referrals to off-site medical services
- Assists the scheduling department with answering incoming calls, scheduling appointments, and advising patients of payment policies

REQUIRED QUALIFICATIONS:

- Minimum of HS Diploma/GED
- Demonstrated commitment to and passion for improving the health of individuals and the community
- Competency in Microsoft Office Suite, especially Excel, Word and PowerPoint and basic computer skills
- Speak, understand, read and write English sufficiently to carry out all essential duties
- Minimum of six months working in a community outreach program and/or in a customer service position

HELPFUL QUALIFICATIONS:

- At least one year of in-clinic or in-community experience with delivery of health education/information to diverse populations or work in a similar area
- Health education experience in chronic disease, women's health, reproductive health and/or family planning
- Somali or Spanish language fluency (written and oral)
- Knowledge of medical terminology; insurance plans; appointment scheduling; Electronic Medical Records, preferred
- Demonstrated experience in conducting community outreach, experience and comfort with public speaking

- Familiarity with North and/or Northeast Minneapolis communities
- Community Health Worker Certification

PROFESSIONAL EXPECTATIONS OF THE POSITION:

- Able to travel to multiple sites in a timely manner. Valid driver's license, insurance and vehicle required.
- Effectively and empathetically communicates about potentially sensitive personal and intimate issues or concerns with people of all ages and backgrounds
- Maintains confidentiality
- Works independently and as part of a patient-centered care team
- Works flexible hours, including some evenings and weekends (up to 8 hours a week)
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings, agency functions and meetings as required
- Works at any or all NHS clinic locations, 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. Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures.
- 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-economic, race and ethnicity, nationality and religion, both in-clinic and in the community
- Demonstrates commitment to agency mission and goals.
- Plans and self-organizes daily work, multitasks when necessary.

Attachments

- Physical and Mental Requirements
- Work Environment