



Job Title: **Community Health Educator – part- or full-time
Bilingual Spanish preferred**

Department(s): Community Health Outreach

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 will deal with sensitive topics in a respectful, facts-based manner.

Supervision Received: Community Health Manager

Supervision Exercised: None

Hours/Week 24-40 Full-Time Part-Time Exempt Non-Exempt
FLSA Definition:

ESSENTIAL FUNCTIONS:

- Serves as the contact point, advocate and informational source for patients, care team, family/caregiver(s), payers and community members regarding resources.
- 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 from NHS) including but not limited to family-planning, unintended pregnancy prevention, sexually transmitted
- Works with patients to plan and monitor care:
 - Assesses patient's and family's unmet health and social needs and provides resources.
 - 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).
 - Monitor patient 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.
- 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 the direction of the Community Health Manager, develops tools for and implements activities as outlined in the grant project 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. 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.
- Informs patients and community members about public health insurance and other cost-saving programs promoting access for health care services.
- Represents NHS to patients, clients, funders and other constituents in a professional manner.

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-economic, 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, 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.
- Demonstrates commitment to agency mission and goals.
- 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 or work in a similar area.
- 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.
- Able to:
 - Travel to multiple sites in a timely manner. Valid driver's 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
- Speak, understand, read and write English sufficiently to carry out all essential duties.

PREFERRED QUALIFICATIONS:

- Health education experience in chronic disease, women's health, reproductive health and/or family planning.
- Spanish language fluency (written and oral).
- Experience with social networking (Facebook, Twitter, Instagram, etc.)
- Small group facilitation skills.
- Demonstrated experience in conducting community outreach.
- Experience and comfort with public speaking.
- Familiarity with North and/or Northeast Minneapolis communities.
- Community Health Worker Certification.