



Community Health Educator & Peer Recovery Coach – Short-Term

Department(s): Community Health Outreach

Position Summary: Helps ensure the delivery of high-quality comprehensive health education, outreach, and promotion services to NHS patients and community members. Provides Peer Recovery navigation and support services 1:1 and in groups to people with substance use disorder.

Supervision Received: Community Health Supervisor/Coordinator/Director

Supervision Exercised: None

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

FLSA Definition:

SHORT-TERM

THIS POSITION IS FOR 5 MONTHS: 8/1/2023-12/31/2023.

There may be an opportunity to extend for more time, depending on funding.

ESSENTIAL JOB DUTIES

COMMUNITY HEALTH EDUCATOR

- Serves as the contact point, advocate, and informational source for patients, care team, family/caregiver(s), and community members regarding clinic and community 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, and people experiencing homelessness.
- Delivers health education on a variety of health topics (after receiving training from NHS) with a focus on opioid use disorder.
- Works with patients to plan and monitor care:
 - Assesses patients and family's unmet health and social needs and provides resources.
 - Monitors patient adherence to care plans, evaluates effectiveness, monitors patient progress in a timely manner, and facilitates changes as needed.
 - 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 supervision, 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, training, 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, partners, and other constituents in a professional manner.

PEER RECOVERY COACH

- Shares personal recovery experiences and models effective coping techniques.
- Reaches out to people experiencing homelessness at encampments and in the community; people struggling with SUD; and others who are possible peer recovery participants.
- Helps clients to navigate recovery support systems.
- Provides clients with ongoing education regarding substance abuse, mental health, and other health and wellness information.
- Provides peer support in a positive and supportive manner through coaching, role modeling, and mentoring.
- Facilitates recovery support groups.
- Provides community training and 1:1 training on
- Maintains personal recovery. Returning to use may be grounds for dismissal from this position.

CORE EXPECTATIONS FOR NHS STAFF

- 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, housing status, gender, sexuality, 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.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS:

- Minimum of HS Diploma/GED.
- Personal recovery journey with at least one year of sobriety.
- Demonstrated commitment to and passion for improving the health of individuals and the community.
- Sufficient training as a peer recovery coach. NHS does not require the candidate to be a Certified Peer Recovery Specialist for this position but does require that a successful candidate has completed sufficient training for the position.
- 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.
- Ability to travel to all sites and community locations in a timely manner.
- Speak, understand, read, and write English sufficiently to carry out all essential duties.

PREFERRED QUALIFICATIONS:

- Certified Peer Recovery Coach.
- Certified Community Health Worker.
- One year of service (volunteer or employed) as a peer recovery coach or navigator.
- Health education experience in a health condition impacting the communities NHS serves.
- Somali or 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.

Attachments

- Physical and Mental Requirements
- Work Environment