



**Job Title: Community Health Worker – African American Outreach**

**Department(s):** Community Health

**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. This position also requires knowledge, comfort, and strength in engaging and providing education in the African American community.

**Supervision Received:** Director of Community Engagement and Grants Management

**Supervision Exercised:** None

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

**FLSA Definition:**

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**ESSENTIAL FUNCTIONS:**

- 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
- Develops trusting relationships with community members and patients, creating an appropriate space to provide health education--may include older youth, adults, and senior adults
- 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 referrals and 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
- Delivers family-planning-related education, including unintended pregnancy prevention, to high-risk youth and adults in the clinics and surrounding communities, one-to-one or in

group sessions

- 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.
- Build trusting relationships with youth and adults in the African American community. Provide coaching and support to access healthcare and essential resources.
- 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

**REQUIRED QUALIFICATIONS:**

- Minimum of HS Diploma/GED.
- Successful experience building trusting relationships within the African American community, at least four years.
- 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.
- Speaks, understands, reads, and writes 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, Spanish, and/or Hmong 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 or Medical Assistant 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 communicate about potentially sensitive personal and intimate issues or concerns with people of all ages and backgrounds
- Maintain confidentiality
- Work independently and as part of a patient-centered care team
- Work 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