



UNITED INDIAN HEALTH SERVICES, INC.

Job Description

Job Title: Community Health Representative
Division: Community Health and Wellness Services
Section: Community Health Care Section (CHCS)
Location: Designated site for Humboldt & Del Norte County
Arcata, Weitchpec, Klamath, Elk Valley, Smith River
Shift: Monday – Friday; 8:00 a.m. – 5:00 p.m.
Report To: CHCS Public Health Nurse Manager
Salary Table: Table 3 and 4
Grade/Step: 07-01 to 10-10
FLSA Status: Non-Exempt/Hourly
Approved On: November 22, 2016

.....
• **Received by HR:** 10.28.2016
• **Reviewed by EC:** 11.08.16
• **Reviewed by BOD:** 11.22.16
.....

SUMMARY:

Performs community contact work, assists in providing services to clients and their family members, and acts as an advocate and resource person in accordance with the Community Health Care Section (CHCS) Department Policy & Procedure Manual under supervision of the (CHCS) Public Health Nurse Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Uses principles of confidentiality and maintains boundaries between staff and clients.
- Builds trusting partnerships with clients and families.
- Applies principles of a strength-based approach in assisting clients and families.
- Uses appropriate communication, resolves differences in constructive ways and promotes an attitude of teamwork throughout the organization.
- Documents interactions with families, staff and community agencies within the electronic health record according to CHCS Section Policy and Procedure.
- Responds to referrals in a timely manner.
- Follows appropriate Home Visiting Procedure according to client need, i.e. postpartum home visits, elder home visits, safety and prevention home visits, Family Spirit home visit, etc.
- Reports problems and concerns about clients to CHCS Public Health Nurse or CHCS Registered Nurse.
- Demonstrates cultural competency while working with the community.
- Uses observation skills, knowledge and training to gather information about family members to develop a plan of care.
- Develops relationships with co-workers and community agencies to readily access and share resources for family support.
- Manages time effectively, providing required documentation in a timely manner and accomplishing required tasks within a designated period of time.

- Performs vital sign measurements and basic procedures which may include, but is not limited to; blood glucose, lead screening, Basic First Aid, Ages and Stages Child Development Questionnaire and Diabetic Foot Care.
- Assists with development, selection and distribution of culturally specific health education materials.
- Provides individual and community education addressing chronic disease, prenatal, early childhood development, injury prevention and other identified topics.
- Follows CHCS Policy and Procedures when encountering serious issues such as: Domestic Violence, Child Abuse and Neglect, Alcohol and Substance Abuse, Adult Mental Illness, Family Member Incarceration, Suicide Prevention, Medical and Dental Emergencies.
- Follows CHCS Policy and Procedures to assist families with basic needs such as: Homelessness, Unsafe Housing, Lack of Food and Clothing, Lack of Transportation.
- Provides screening for health care needs and refers appropriately.
- Promotes healthy lifestyle choices in the areas of, but not limited to: nutrition, physical activity, safety/injury prevention, parenting, etc.
- Participates in community events such as: Salmon Festival, Spring Flings, HAWC Walk/Run to promote healthy lifestyle choices.
- Assists clients in obtaining therapy or preventive health care as needed.
- Networks with other resources such as: Public Health Department, Northern California Indian Development Council, Tribal Partners, California Rural Indian Health Board, and others.
- Maintains current community health trends as advocated by UIHS standards.

CHR II –

- Assists with training of CHR I.
- Able to perform all CHR4 duties satisfactorily.
- Participates in the training of new CHR staff.
- Participates in the Peer Review Process during annual and six-month evaluation of other CHRs.
- Collaborates with UIHS staff, community served, and outside agencies to implement culturally sensitive services.
- Participates in ongoing efforts to support the development of a comprehensive UIHS cultural competency program.
- Plans activities that promote community wellness, education, and action, such as: Breast Health, Water Safety, Bike Safety, Child Safety, Autism, etc.
- Plan activities to participate in community events promoting healthy lifestyle choices.
- Participates in networking and planning meetings to share information as it relates to health care needs and issues of their community.
- Performs essential duties and responsibilities at the intermediate level.

CHR III - Assists with training of CHR Level II position.

- Assists is supervision of CHR level I and II while working in the field.

- Performs essential duties and responsibilities at the expert level.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibility.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE: *Educational degrees must be from a US Department of Education accredited school*

- Level I - High school diploma or general education degree (GED); and two or more years of related experience, or an AA degree in a health care related field. Must be able to obtain a CPR, Basic First Aid certificate, Community Health Representative (CHR) certificate and National Traffic Highway Administration (NTSA) certificate within six months of hire. Must be able to obtain a Venipuncture certificate within one year of hire.
- CPR certification and Basic First Aid certification within six months of hire.
- Level II – Certificate such as: Nurse’s Aide or Home Health Aide (CNA), Emergency Medical Technician (EMT), California Medical Assistant (CMA), and three or more years of related experience or five (5) years as a CHR. Must be able to obtain a CPR, Basic First Aid certificate, Community Health Representative (CHR) certificate and National Traffic Highway Administration (NTSA) certificate within six months of hire. Must be able to obtain a Venipuncture certificate within one year of hire.
- Level III – California Certified Medical Assistant (CCMA) with five (5) years of related experience.

COMPUTER OPERATIONS:

- Basic personal computer skills including electronic mail, word processing, spreadsheet, graphics, etc.

LANUGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Level I – CPR, Basic First Aid certificate, Community Health Representative (CHR) certificate, National Traffic Highway Administration (NTSA) certificate and Venipuncture certificate
- Level II – Above certificates and one of the following: Nurse’s Aide or Home Health Aide (CNA), Emergency Medical Technician (EMT), California Medical Assistant (CMA)
- Level III – California Certified Medical Assistant (CCMA)
- Acquire Venipuncture and National Traffic Highway Administration (NTSA) certification within one year of hire.
- CPR certification and Basic First Aid certification within six months of hire.
- All levels: Shall possess a valid driver's license.
- All levels: Must be able to be covered by agency's vehicle insurance. and provide proof of valid private vehicle coverage.

OTHER SKILLS AND ABILITIES:

- Familiarity with medical terminology desired.
- Being a resident of the community served is desirable.
- Able to travel locally and overnight for extended period of time.
- Ability to operate standard office equipment (copier, fax, etc.).
- Must be able to work with American Indian people and be sensitive to their culture.

- Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
- Participate in proactive team efforts to achieve the Mission, Vision and Guiding principles of UIHS.
- Provide leadership to others through example and sharing of knowledge/skill.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Abilities		Lift /Carry Push / Pull		Push / Pull	
Stand	F	10 lbs or less	F	12 lbs or less	F
Walk	F	11-20 lbs	F	13-25 lbs	F
Sit	F	21-50 lbs	F	26-40 lbs	F
Handling/Fingering	F	51-100 lbs	O	41-100 lbs	O
Reach Outward	F	Over 100 lbs	O		
Reach Above Shoulder	O				
Climb	O				
Crawl	N				
Squat or Kneel	O				
Bend	O				

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The area of work is in the field, client homes and community building, requiring a moderate amount of travel and driving. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

ACKNOWLEDGMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept this position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

United Indian Health Services, Inc. (UIHS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by UIHS as deemed appropriate. I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself, and that such termination can be made with or without notice.

Employee Signature

Date