Job Title: Community Health Care Worker
Department: FOCUS Pittsburgh Free Health Center (FPFHC), 2228 Centre Avenue, Pittsburgh, PA 15219
Reports To: FPFHC Clinic Administrator
Salary: $36,000 + Benefits
Revision Date: February 2018

Job Description

Duties and Responsibilities:

❖ Serves as a health care liaison to actively coordinate programs and activities aimed at improving health outcomes for patients and community members who utilize FOCUS Pittsburgh as a hub for education and social engagement within the community.
  ➢ Work with the other FOCUS Pittsburgh Programs such as the Backpack Feeding Program, Trauma Informed Community Development and the Trauma Response Team to connect those participants to health care – either at the FPFHC or elsewhere as needed.
❖ Actively commits time and effort toward specific activities aimed at improving health outcomes for FPFHC participants, regardless of health insurance status.
❖ Develops and maintains a specific registry to track participation and engagement in health and wellness programs offered at the FPFHC.
  ➢ Works within the Electronic Medical Record to document each patient interaction.
  ➢ Works actively to complete patient care coordination within one week of patient visit to the FPFHC.
  ➢ Obtains results of all outside tests and doctors’ visits within 48 hours of business days of completion.
❖ Actively engages with patients to reduce HEDIS (Healthcare Effectiveness Data and Information Set) gaps in care.
  ➢ Ensures patients have all the needed support to follow through with care as prescribed by the clinicians.
  ➢ Ensures any needed results are acquired, reviewed by clinicians and properly recorded within the Electronic Medical Record.
❖ Works with community members during transitions in care (i.e., members coming out of the hospital) to assist during the member’s transition from the inpatient hospital setting to recovery and wellness as an outpatient.
❖ Assist patients with navigating the health care system including but not limited to applying for insurance and financial assistance as applicable, connecting patients to voucher programs available for un- and under-insured patients and ensuring patients receive care despite insurance status.
❖ Tracks and records participation of community members in health and wellness programs offered at the FPFHC and conducts follow-up surveys to provide validation of the importance of partnership in health and human service delivery systems.
❖ Serves as an active resource, linking community members with additional resources and services that support the entire family (e.g., Trauma Informed Community Development (TICD), Primary Care Practices and Family Health Centers, drug and alcohol resources, and childcare).
❖ Promotes the resources of the FPFHC and TICD to all members of the community.
❖ Promotes and helps to coordinate programs and activities related to health and wellness provided at the FPFHC and through TICD.
❖ Helps individuals to understand their health condition(s) and link them to resources that can improve their health and well-being.
❖ Delivers health information using culturally appropriate terms and concepts.
❖ Reports regularly to the Clinic Administrator, CEO and specific management personnel on the status/progress of programs and activities.
❖ Works with the Clinic Administrator to maintain all volunteer clinician’s files as required by the Federal Tort Claims Act Medical Malpractice Insurance.

Skills and Knowledge:

❖ Experience with Microsoft office products, particularly EMR Systems, Word, Excel and Outlook.
❖ Demonstrated organizational skills and meet all deadlines with all paperwork.
❖ Ability to work independently and use good time management to handle a variety of duties.
❖ Ability to be attentive to detail.
❖ Consistent and reliable work ethic.

Qualifications:

❖ ACT 33 & 34 Clearances
❖ Have a valid Pennsylvania motor vehicle license, access to a personal vehicle
❖ Bachelor’s Degree in Social Services field or Associates Degree and/or experience in a social service related field.
❖ Prefer applicant to be a resident of the community in which the center resides, with a working knowledge of the community and an understanding of the important role the Community Center plays as a hub for education and the socioeconomic success of the community.