Position: Community Health Worker (CHW)
Supervisor: Director of Behavioral Health & Social Services

About the Position:

Part of what makes a CHW such an effective member of a health care delivery team is the flexibility and diversity of what they can do within the clinic and in the community. There is a wide range of activities, tasks, and responsibilities a CHW can take on in the community health care setting. CHWs primarily work in underserved communities and are a resource to help advance goals of improved care coordination, health equity, and population health. They assist individuals and communities by working in a broad range of capacities that include care coordination, case management, health coaching, health education, health assessment and screening, resource linking, medication management, remote care, patient follow-up, and social and literacy support.

To effectively fulfill the roles and responsibilities, a CHW needs to possess certain personal qualities. Qualities that contribute to the success of CHWs:

- Openness to working closely with clients who struggle with issues related to mental illness and addiction at all levels.
- Respectful sensitivity and non-judgmental attitude towards clients who may suffer from multiple traumas and/or disabilities.
- Strong interpersonal and social skills with an ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds.
- Ability to convey a strong presence one-on-one, in meetings, and in the community.
- Must be able to maintain professional boundaries.

Physical demands:

Requires full range of body motion, eye, and hand coordination, requires standing and walking for extensive periods of time. May occasionally lift and carry of up to 50 pounds; May also be in unsecured communities promoting services. Requires the ability to commute to multiple PCHS locations and community events often within the same day.

Responsibilities include but are not limited to:

The primary responsibilities of any CHW working in the community health center setting are to build trusting relationships with community members and to connect those individuals to care, eliminating barriers and advocating for systemic changes along the way. The effectiveness of CHWs lies in their ability to gain access to hard-to-reach individuals and to patiently coach and support them as they work towards health care goals.

- Create connections between vulnerable populations and the health care system
- Care coordination and care transitions for clients
- Assist clients with enrollment in programs and benefits for which they are eligible
• Outreach to clients to identify those who need assistance and to increase awareness of services
• Increase client self-efficacy to achieve wellness
• Promote wellness by encouraging cultural competence among health care professionals serving vulnerable populations
• Help clients to manage chronic conditions through education about their treatment plan and working with the provider to ensure the plan is acceptable to the client.
• Assist clients to obtain preventive services referring and linking the client to a primary care physician and providing information about various screening
• Advocate for vulnerable populations within the health care system and the community at large
• Build relationships and interact professionally with local health and social service providers
• Seek appropriate professional development opportunities
• Assist clients to navigate the health and human services system
• Build capacity within the clinic and the community at large to address health issues
• Train and perform Covid-19 Contact Tracing
• Perform other tasks as assigned by the direct supervisors

Qualifications and Experience:

• High school diploma or GED equivalent.
• Must have 1 year of experience in community outreach, social service or behavioral health experience.

For more information please contact: Khavah Murray, LCSW at kmurray@pchspitt.org or 412-244-4700.

Our administrative offices are located at 7227 Hamilton Avenue Pittsburgh, PA 15208. We have 8 other locations throughout Allegheny County.