

Mora Valley Community Health Services, Inc.
JOB DESCRIPTION

TITLE	Community Health Worker	FLSA Status: Non-Exempt Position Type: Full Time & Part Time
DEPARTMENT	Administration	
REPORTS TO	Chief Operating Officer	
SUPERVISES	None	
JOB PURPOSE	Consult with individuals regarding enrollment in qualified health plans, facilitate enrollment in qualified health care plans, and provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served. Develop educational materials for patients and link patient needs with resources as well as help coordinate care activities	

ESSENTIAL JOB RESULTS	
1.	ASSIST INDIVIDUALS THROUGH THE FULL APPLICATION AND ENROLLMENT PROCESS IN HEALTH PLANS
2.	EXPLAIN THE ELIGIBILITY CRITERIA FOR PURCHASING INSURANCE, ENROLLING IN MEDICAID AND OTHER HEALTH INSURANCE PROGRAMS
3.	PROVIDE THE CONSUMER WITH DOCUMENTATION REGARDING THE AVAILABILITY OF PLANS AND CRITERIA FOR EACH PLAN
4.	FACILITATE ACCESS FOR ENROLLMENT BY PHONE, FAX, AND/OR PRINTING AND SUBMITTING ENROLLMENT DOCUMENTS FOR PROCESSING
5.	PROVIDE FAIR, IMPARTIAL, AND ACCURATE INFORMATION THAT ASSISTS CONSUMERS WITH SUBMITTING THE ELIGIBILITY APPLICATION REQUIREMENTS
6.	CLARIFY THE DISTINCTIONS BETWEEN QUALIFIED HEALTH PLANS SO THAT ENROLLEES CAN MAKE AN INFORMED DECISION REGARDING THEIR PLAN SELECTION
7.	PROVIDE INFORMATION TO THE CONSUMER TO FIND AVENUES TO RESOLVE DISPUTES WITH CARRIERS
8.	COORDINATE ENROLLMENT FAIRS, CONDUCT HOME VISITS, AND MANAGE OTHER FORMS OF OUTREACH ACTIVITIES TO MAXIMIZE ENROLLMENT EFFORTS
9.	ABILITY TO EFFECTIVELY COMMUNICATE IMPORTANT ASPECTS OF KEY INFORMATION
10.	PROVIDE ASSISTANCE WITH SPECIAL PROJECTS
11.	ASSIST CLIENTS WITH FINDING RESOURCES TO MEET THEIR HEALTH CARE NEEDS
12.	DEVELOP EDUCATIONAL MATERIAL FOR THE PUBLIC
13.	ASSIST WITH SPECIAL EVENTS, TO INCLUDE BUT NOT LIMITED TO HEALTH FAIRS
14.	MAKE OUT BOUND CALLS AND TRACK DATA
15.	UTILIZE ELECTRONIC HEALTH RECORD AND GENERATE REPORTS
16.	ASSIST WITH HEALTH PROMOTION AND COACHING ACTIVITIES
17.	FACILITATE SELECTION OF COVERAGE OPTIONS AND ASSESS INDIVIDUAL ENROLLMENT QUALIFICATIONS FOR THE NEW MEXICO HEALTH EXCHANGE AND APPROPRIATE INSURANCE AFFORABILITY PROGRAMS

ESSENTIAL JOB RESULTS	
18.	FACILITATE SELECTION OF COVERAGE OPTIONS AND ASSESS INDIVIDUAL ENROLLMENT QUALIFICATIONS FOR THE NEW MEXICO HEALTH EXCHANGE AND APPROPRIATE INSURANCE AFFORABILITY PROGRAMS
19.	ADHERE TO MVCHS PERSONNEL POLICIES AND PROCEDURES
20.	TRACK AND COORDINATE ROUTINE TASKS
21.	MAINTAIN PROFESSIONALISM AT ALL TIMES TO ENSURE SERVICE QUALITY AND INTEGRITY
22.	CONTRIBUTE TO TEAM EFFORT BY ACCOMPLISHING RELATED TASKS AS NEEDED OR REQUESTED
23.	ATTEND TRAININGS RELATED TO JOB DUTIES OR EMPLOYMENT THAT IS REQUIRED TO MAINTAIN LICENSES AND/OR CERTIFICATIONS

REQUIRED JOB QUALIFICATIONS, SKILLS AND ABILITIES

Job Requirements

Education: High School Diploma/GED, Educational background in social services or related field preferred

Bilingual English/Spanish Preferred

Experience: Work with a diverse population and must successfully earn the Certified Application Counselor Designation and attend all required trainings pertaining to the position

Skills and Abilities

- Strong computer skills
- Communicate well, both verbally and in written format
- Demonstrate organizational skills to maintain quality and professionalism
- Gather, analyze and process information for accurate and responsible decision making
- Listen to and evaluate key message(s) to reach accurate and objective conclusions
- Ability to explain procedures and processes in verbal and written form
- Display sensitivity and tactfulness in approaching and discussing sensitive issues
- Commitment to promoting a positive image to patients, clients, employees, and the public in general
- Understand and interpret government regulations and guidelines
- Plan and coordinate meetings
- Ability to operate a motor vehicle, which requires a valid driver's license, and clearance for unrestricted automobile insurance coverage
- Desire and ability to serve the community and its residents
- Share in and contribute to MVCHS mission, vision and goals

Working Conditions and Physical Demands

- Moderate physical activity
- Sitting, standing, or walking more than 6 hours a day
- May require handling objects up to 25 pounds
- Typing several hours per day

Qualifications for Employment

- Pre-employment physical examination
- First Aid/CPR Certification's
- Driver's Record and Defensive Driving Course
- Hepatitis B vaccination series or signed waiver
- Negative tuberculosis test
- Background Investigation
- Drug Testing – Initial and Random

EMPLOYEE/SUPERVISORY REVIEW

I have read this job description and understand the requirements of the job and the work to be performed. I agree to perform the duties and responsibilities described. I assert that I am able to perform the essential job functions and meet the physical requirements of this position. Furthermore; I understand this is not an employment contract.

Employee's Signature

Date

I have reviewed this job description with this employee, and agree that it is an accurate description of the duties and responsibilities to be performed.

Supervisor's Signature

Date