

City of Portland

**CLASS SPECIFICATION
COMMUNITY HEALTH WORKER**

PAY GRADE: 55
CLASS CODE: 30003675
EFFECTIVE: April 28, 2022

CLASSIFICATION SUMMARY

Reports to a Community Health Supervisor, Portland Street Response (PSR) Manager, or other supervisory classification within the Community Health Division of Portland Fire & Rescue.

Under the general direction of their supervisor, the Community Health Worker (CHW) serves alongside the Community Health Medic (EMT) and Mental Health Crisis Responder positions, dispatched to respond to low-acuity, non-life-threatening crises pertaining to behavioral health, substance use, and/or welfare checks. In addition to emergency response, the CHW follows up with individuals as needed and provides case management, support, advocacy, and/or education on overall health and wellness. A key function of the CHW that differentiates this role from the rest of the team is the responsibility to serve as a liaison or link between health/social services and the community. The CHW facilitates access to social services and agencies through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.

DISTINGUISHING CHARACTERISTICS

The Community Health Worker is a distinct classification.

The Community Health Worker classification is distinguished from the Peer Support Specialist in that the latter provides emotional support and advocacy to clients by attending appointments with clients and making themselves available to listen when the client needs emotional support, and the former directs the work plan with the client.

The Community Health Worker classification is distinguished from the Community Health Medic in that the latter requires a current Emergency Medical Technician certification, and the former is responsible to provide information and facilitate access to health and social services.

The Community Health Worker classification is distinguished from the Mental Health Crisis Responder I and II in that the latter provide crisis intervention and brief supportive counseling to patients who are in emotional distress and/or seeking information on available mental health services, and the former provides wrap-around care coordination and case management.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Provide crisis intervention and support to persons who are in distress.

2. Assess health status and social determinants of health of subjects of low-acuity, non-emergency 911 calls (typically pertaining to behavioral health, substance use, and/or welfare checks)
3. Conduct outreach to identify and engage community members around special events, health education and screening programs.
4. Care coordination and/or case management for clients/individuals identified as in need of support with healthcare, housing, or access to other social services.
5. Schedule appointments for individuals with external health/social services agencies; liaison with patients, public safety agencies, hospital personnel, and other stakeholders.
6. Conducts needs assessments in order to provide advocacy to address health disparities at the individual and community levels.
7. Support a positive and supportive work environment; promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
8. Develop effective working relations and cooperate with external service providers.
9. Responsible for adhering to all established policies and procedures of the Portland Street Response Program and Community Health Division.
10. Record case information, accurately complete all necessary forms, and support statistical reporting.
11. Articulate the mission, vision, and values of Portland Street Response as well as programs, services, and resources available through the health system.
12. Attend and participate in team meetings.

Specific Duties:

In addition to the General Duties, the incumbent may perform a combination of some or all of the following duties specific to the position.

1. Manage case assignments, draft service plans, review case progress, and determine case closure.
2. Facilitate multiple care aspects including case coordination, information sharing, and/or submitting applications for housing or health insurance.
3. Help clients make informed decisions by acting as their advocate regarding their clinical status and treatment options. As appropriate, arrange temporary holds with social services, health, and governmental agencies.
4. Proactively support patients to keep track of their progress and ensure satisfaction. Assess and address motivational and psychosocial issues. Engage the services of a Peer Support Specialist for emotional support as needed.
5. Schedule, coordinate or facilitate community health education programs and special events.
6. Accurately collect data on event participant consent forms, program evaluation forms, and other metrics as required; may include contacting participants via phone or other means to collect applicable survey data for tracking and measuring program success.
7. Establish and maintain positive relationships with community organizations to schedule events and provide community health education and screenings.
8. Initiate and organize community events that engage community partnerships.
9. Under the direction of the Community Health Supervisor or other Community Health Division leadership, create and maintain a strategic plan for community outreach and public education.
10. Serve on committees and create focus groups with different community populations to learn how to access those communities more effectively through events, marketing, and other outreach.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general supervision by the Community Health Supervisor or other supervisory classification.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Strong knowledge and understanding of cultural differences, especially as they relate to race, sexual orientation, gender equality, socioeconomic status, and their intersections.
2. Knowledge of local population demographics, assets, and needs.
3. Knowledge of local health disparities and resources to address those disparities.
4. Knowledge of computer-based word processing, general office software, graphics, and database software.
5. Knowledge of State ordinances and rules & regulations.
6. Knowledge of relevant statutes, regulations, policies, and procedures that pertain to the unit, along with the ability to interpret and apply them.
7. Knowledge and understanding of privacy rules and laws, mandatory reporting, and legal responsibilities to clients and the community and other related laws, rules, and regulations including HIPAA, City of Portland Policies and Procedures.
8. Knowledge of bloodborne pathogen regulations.
9. Ability to assess client risk of harm to self and or others, including suicide, homicide, and violence.
10. Ability to engage clients and others in effectively reducing or eliminating risks identified.
11. Ability to observe and recognize reactivity by clients and to effectively respond and mitigate these issues when they emerge.
12. Ability to efficiently gather information and practiced problem-solving skills to facilitate the resolution of client disturbances.
13. Ability to consistently operate in a courteous, empathic, and professional manner.
14. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
15. Ability to maintain moderately complex records and files, both in computer and paper files.
16. Ability to make decisions within established policies and procedures
17. Ability to communicate effectively, both verbally and in writing, and present information, and instructions clearly and persuasively.
18. Ability to work effectively with other colleagues and disciplines in multi/intradisciplinary settings with other first responders, and health and community agencies.
19. May have the ability to conduct presentations for individuals and groups with or without a formal lesson plan.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training:

Completion of 90-hour Community Health Worker Certification

AND

Experience:

Two years of community-based experience providing advocacy and support which has included significant public contact

Special Requirements and/or Qualifications:

- Possession of a valid State driver's license
- Possession of current CPR card
- Community Health Worker Certification

Preferred Qualifications:

- Bi-lingual fluency

Bargaining Unit: Non-represented

FLSA Status: Non-Exempt

HISTORY

Revision Dates: