

## JOB DESCRIPTION

**POSITION** | CHW (Community Health Worker)\* (*per diem*)

**REPORTS TO** | Assistant Program Director

**POSITIONS OVERVIEW** | Community Connection Healthcare, LLC (CCH) is a provider of in-home care, delivering non-skilled, high-quality care for clients who would like to remain and live independently within their communities. CCH strives to provide well respected home-care services with caring and compassionate team members. The CHW is a support position to the MDP team; they relay healthcare and social services information from AFC Caregivers, Clients, and Direct Support Staff to the MDP team. The CHW is part of the Multidisciplinary Professional Team of RNs, Care Managers, and Direct Support Staff under MassHealth AFC and GAFC programs.

Positions are *per diem* and CCH will work with staff to build 60 day rotating schedules (5-25 clients per month varies on backlog)

### ESSENTIAL JOB FUNCTION

Relay and gather information from AFC and GAFC clients/caregiver to assist in obtaining care through coordinating with physician, state agencies, other health care agencies, and find services within the community through use of the MDP team

### 60 DAY VISITS

- Knowledge of MassHealth AFC and GAFC programs; qualified settings, and providing assessments (and evaluate for fraud) of programs
- Reviewing clients care with caregivers, relaying information to MDP team
- Request and/or outsource services as needed through MDP team
- Review POC, and request as needed, patients change in health reporting to RN or CM

### SCHEDULES & VISITS

- Responsible for on-site 60-day visits with patients at qualified settings, C19 CDC protocols followed, and C19 pre-screening required
- Schedule visits with clients, caregivers, direct support staff, referral source, or emergency contacts
- Responsible for assessing patients needs for resources, and requesting additional services, resources, equipment documenting on paperwork
- Request from ACs services related to hoarding, bed bugs/rodents, and deep cleaning services
- Work directly with ACs to resolve/relay information, concerns, and challenges with clients direct support staff

### REQUIREMENTS

- Healthcare experience, CHW certification, or 2-yr degree, (CPR); familiarity with AFC (408) and GAFC MassHealth Program
- Strong familiarity with behavioral health, addiction, and healthcare
- Drivers license, phone, and computer (no additional mileage w/rates)
- Ability to communicate with staff, report, and connect w/caregivers to schedule and provide visits
- Technology skills, ability to use apps, fax, scan, use Alora software or similar software programs
- Ability to multitask, work with diverse cultures, backgrounds, and environments
- Maintain confidentiality in all aspects of the job (HIPPA sign-off; immediate termination for violating)
- Participate in monthly clinical MDT meetings; work independently; entrepreneurial spirit
- Bilingual preferred (Spanish and Portuguese)

### LOCATIONS

- Holyoke, North Adams, Northhampton, and surrounding towns (bilingual Spanish preferred)
- Boston, North Shore, Waltham (bilingual Spanish preferred)
- Quincy, Weymouth, Cape Cod
- Fall River, New Bedford, Seekonk, Taunton (bilingual Spanish/Portuguese preferred)
- Brockton, Stoughton, Randolph, Hanson (bilingual Spanish preferred)

Vs 3.2021

\*The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Your employment with Community Connection Healthcare LLC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.