

JOB TITLE: Community Health Advocate	DEPARTMENT: Clinic	POSITION OF SUPERVISOR: Clinic Nurse Manager
FLSA STATUS: Non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: March 20, 2023

Position Summary: The Community Health Advocate (CHA) position requires an individual that has strong interpersonal skills that can connect with patients without judgement. This 1:1 relationship involves the screening for social needs (i.e. Food, Housing, Transportation, Utilities, Finances, Personal Safety). These elements are called the Social Determinants of Health (SDoH). The CHA will use a standardized screening tool and develop a methodology for delivery, evaluation, and follow-up. Positive screens will alert the CHA of the opportunity to provide tangible resources to the patient and/or family. This position requires documentation in the EHR; tracking of needs identified; tracking of needs met and keeping all referral/resource information up to date and accurate. This position works closely with the RN Care Manager.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	High School Diploma or GED Some college preferred
Experience:	Must have experience with customer service Must have knowledge of resources in Pagosa Springs and the surrounding area regarding Social Determinants of Health Prefer experience as a patient navigator
Special Skills, Licenses or Certifications:	Basic computer knowledge, including Excel BLS/CPR
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Lifting a minimum of 25 pounds. May need to lift 51 pounds. • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, keyboards, mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable.

	<ul style="list-style-type: none"> • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations. • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipate standing, bending, walking and long periods of sitting.
Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids, and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules, and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness, and emergency events.
16. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

1. Administer the Prepare Form or similar SDoH screening tool to clinic patients.
2. Identify positive needs and work to provide patients with possible resources.
3. Keep resource information up to date and organized in the clinic setting.
4. Run reports to show work accomplished and work to be done. Present finding to leadership on a quarterly basis.
5. Set up and organize a small food bank for our patients, to temporarily meet the food insecurity need on an emergent basis, during an outpatient visit.
6. Work on a variety of assigned tasks, doing patient outreach to meet Clinical Quality Measures.

- 7. Can perform all the standard job requirements.
- 8. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)