

**February 13, 2019**

**GENESEE HEALTH PLAN**

**JOB TITLE: Community Health Worker**

**Job Summary**

Under the direct supervision of the Community Health Worker Coordinator and general supervision of the Director of Operations, this position will assist uninsured individuals with determining their eligibility for Genesee Health Plan benefits, Medicaid, MICHild, the Healthy Michigan Plan (HMP), or by assisting individuals with purchasing insurance on the Michigan Marketplace on an as-needed basis. The Community Health Worker (CHW) will be responsible for helping individuals and their families to navigate and access community services, other resources, and adopt healthy behaviors. This position will also provide health education and assistance to individuals, siblings, parents, and caregivers throughout the community. The Community Health Worker (CHW) may interact with community-based organizations including school staff and administrators, providers, the public, and other GHP Health Navigation and Enrollment staff when questions or issues arise.

The CHW will also conduct assessments/interventions and Community Health Needs Assessment (CHNA) surveys with members for chronic disease management, self-care and prevention. The CHW will place special attention on addressing the social issues that pose barriers to health and healthcare for low-income individuals.

**Principal Duties and Responsibilities**

- Responsible for establishing trusting relationships with individuals and their families while promoting general support and encouragement.
- Provides education and enrollment assistance regarding insurance coverage options for the Medicaid, MICHild, Michigan Marketplace, Healthy Michigan Plan and/or Genesee Health Plan in group and individual settings.
- Following Centers for Medicare and Medicaid Services (CMS) and using GHP-approved enrollment criteria and guidelines, gathers needed documentation from the applicant, reviews the documentation and determines whether the applicant is eligible or ineligible for enrollment.
- Assists the applicant with completing necessary electronic or paper forms and keeps accurate records of all documentation and enrollment forms, in accordance with federal, state and agency guidelines.
- Assists those without prescription coverage in accessing needed medications by determining eligibility for appropriate programs and assisting individuals in accessing these programs.
- Provides assistance with linking to safety-net providers and other community resources.

- Assesses and addresses the health promotion, disease prevention, chronic disease management, social needs and perceived acute health care needs of individuals, siblings, parents, and caregivers through appropriate intervention and/or referral.
- Assists individuals with accessing appropriate interventions to meet their identified needs utilizing social determinants of health tools.
- Supports individuals with their self-care, disease management and behavior change efforts and assesses their readiness for change.
- May intervene and follow up with individuals and their providers in face-to-face, telephone, written, and/or electronic formats, as appropriate.
- Coordinates referrals to providers for Disease Case Management for members with chronic health conditions.
- Documents all activities in GHP DataWeb electronic software system including statistical data from surveys for tracking disease management and individual interaction.
- Participates in orientation, training sessions and staff meetings, as directed.
- Assists with Health Fairs, community Education and Enrollment sessions and other community events, as requested.
- Maintains effective and quality interpersonal relationships with individuals, school personnel, family members, physicians, and co-workers.
- Acts as an advocate for individuals and families with pharmaceutical companies, safety net providers, community resources, etc.
- Attends Health Plan-related meetings, as requested by the Community Health Worker Coordinator or Director of Operations.
- Maintains confidentiality of member's health information, in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- May require weekend and evening hours, as assigned.
- Performs other duties, as assigned.

**Qualifications:**

- Bachelor's Degree in the Human Services and/or Health-related field is preferred, or an equivalent combination of education and experience from which comparable knowledge, skills and abilities can be acquired.
- Relevant experience and expertise in mental health, patient education, health education and in supporting behavior change relative to prevention and chronic disease management.
- Effective communication skills and ability to make presentations preferred.
- Previous experience working collaboratively with physicians, health care providers and social service agencies.
- Proficient computer skills, including Word, PowerPoint and Microsoft Excel.
- Strong desire to help others.
- Communicates and relates well with individuals in the community and provides an advocacy role for individuals.
- Experience working with indigent and culturally diverse populations.

- Is a good listener, non-judgmental, flexible and able to deal with complex situations.
- Strong interpersonal and team building skills.
- Demonstrated independent problem-solving ability.
- Must pass criminal background check for Flint Community Schools.
- Must successfully complete the Certified Applications Counselor (CAC) on-line training within 30 days of hire.
- Must complete MI-Bridges training within 30 days of hire.
- Willing to work a flexible schedule on an as-needed basis.
- Willing to travel to Genesee Health Plan office for trainings and/or meetings and other various locations throughout Genesee County.
- Valid driver's license and proof of automobile insurance.

**Physical Requirements:**

This position involves sitting most of the time and/or being mobile or standing for brief periods of time. Additional requirements include the ability to move objects according to the following weight and frequency: generally, 10 pounds of force up to one third of the time.