

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 school-based position will assist uninsured individuals with determining their eligibility for Genesee Health Plan benefits, Medicaid, MICHild, the Healthy Michigan Plan (HMP), in a school-based setting. The Community Health Worker (CHW) will be responsible for helping individuals and their families to navigate and access community services, school-based health services, community education programs and other resources. 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 to identify health needs and linkage to appropriate programs and services. The CHW will place special attention on addressing the social issues that pose barriers to health and healthcare for children/families of Flint and Genesee County schools.

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 Medicaid, MICHild, Healthy Michigan Plan and/or Genesee Health Plan in group and individual settings.
- 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.
- Provides assistance with linking to safety-net providers and other community resources.

- Conduct a comprehensive review of the health coverage status and health needs of all children enrolled at the targeted school(s), their families and surrounding community.
 - Identifying and addressing Social Determinants of Health, by linking students/families to appropriate resources.
 - Assisting individuals with accessing appropriate interventions to meet their identified needs utilizing social determinants of health tools.
- Documents all activities in GHP electronic data management software system including statistical data from surveys for tracking case management and individual interaction.
- Preparation of weekly client encounter, assessment data and success summary reporting.
- Participates in orientation, training sessions and staff meetings, as directed.
- Staff and/or coordinate 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, and co-workers.
- Acts as an advocate for individuals and families with school personnel, safety net providers, community resource agencies, etc.
- Attends school and 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, Education, 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 a plus.
- Effective communication skills and ability to make presentations preferred.
- Previous experience working collaboratively with 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.

- Demonstrate the ability to work independently, problem-solving skills, and meet productivity reporting requirement deadlines.
- Must successfully complete the Navigator Assister Certification on-line training within 60 days of hire.
- Must complete MI-Bridges training within 30 days of hire.
- Must successfully complete the MiCHWA CHW Certification training within first year of employment and maintain annual CEU's and certification upon completion.
- Willing to work a flexible schedule on an as-needed basis.
- Willing to travel to Genesee Health Plan office for training 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.

Genesee Health Plan is a 501(c)3 designated non-profit organization that is an Equal Opportunity employer committed to a workforce that is diverse and inclusive.