

---

# Community Health Worker-Institute for Hope(Job Id 14317)

**Category:** Nursing Non Direct Patient Care

**Work Schedule (Provide primary hours):** 8:30A - 5:00P

**Employment Type:** Employee

**Exempt From Overtime:** No

**Standard Hours:** 80

**Post Date:** 09/10/2021

**Shift(s):** Days

**Close Date:** 10/30/2021

## Description

The MetroHealth System, Cuyahoga County's public health system, and its staff of nearly 8,000 provides care at MetroHealth's four hospitals, four emergency departments and more than 20 health centers and 40 additional sites throughout Cuyahoga County. The health system is home to Cuyahoga County's most experienced Level I Adult Trauma Center, verified since 1992, and Ohio's only adult and pediatric trauma and burn center. As an academic medical center, MetroHealth is committed to teaching and research. Each active staff physician holds a faculty appointment at Case Western Reserve University School of Medicine. Our main campus hospital houses a Cleveland Metropolitan School District high school of science and health. The MetroHealth System is committed to creating a healthier community.

### Summary:

Under general supervision, performs community outreach, facilitates individual and group health education sessions, provides client referral to care and services, and builds partnerships with local community organizations to promote health, reduce disparities and improve service delivery. Links resources of The MetroHealth System with the understanding of the socio-economic needs and culture of the populations/communities served to identify barriers to individual health and to advocate for changes to improve community health. Upholds the mission, vision, values, and customer service standards of The MetroHealth System.

### Responsibilities:

1. Communicates to clients the purpose of program services and the potential impact of those services on their health and wellbeing.
2. Assists clients with the development of health management plans and goals.
3. Assists clients in understanding care plans and instructions, accessing needed services, and navigation of health care systems, including the securing and use of a medical home to improve access to necessary medical care and social services.
4. Coaches clients in the effective management of chronic health conditions and self-care, while motivating them to be active, engaged participants in their overall health.
5. Facilitates individual and/or group education and support programs, to improve client skills for self-management of chronic conditions and to promote healthy lifestyle behavior changes.
6. Assists with data collection and reporting in accordance with established MetroHealth guidelines.
7. Works independently and/or collaboratively within a team.
8. Builds and maintains positive working relationships within a care team, including, but not limited to care coordinators, social

continued...

---

workers, community health advocates, clients, and providers.

9. Works effectively with individuals from diverse backgrounds in reducing cultural and socio-economic barriers between clients and available institutional resources.
10. Works with specific populations to improve health outcomes by bridging access to health care services and addressing social determinants of health.
11. Assists clients in navigating systems that provide services to address non-medical needs that influence overall health.
12. Identifies and responds to gaps in support services at the institutional and neighborhood levels that are necessary for good health.
13. Engages with clients in a variety of environments, including their homes, neighborhood locations, community-based organizations, and MetroHealth facilities.
14. Keeps current with emerging developments and changing trends in the field by participating in continuing education courses, professional organizations and seminars; reading current literature, and maintaining professional contacts within the community.

#### Qualifications:

##### Required:

- High school diploma or passage of a high school equivalence exam.
- One-year experience working with clients in a community-based setting.
- Life experiences reflective of the community/target population served.
- Reliable transportation to travel to designated community locations.
- Ability to work with diverse client populations, community organizations, as well as staff at all levels.
- Ability to work independently and/or collaboratively within a team from general instruction.
- Excellent verbal and written communication skills.
- Outstanding interpersonal, administrative, and organizational skills.
- Highly skilled in the use of personal computers, including, but not limited to, Microsoft Office applications.

##### Preferred:

- Community Health Worker (CHW) certification from an accredited program.

##### Physical Demands:

- May sit, stand, stoop, bend, and ambulate intermittently during the day.
- May need to sit for extended periods.
- See in the normal visual range with or without correction.
- Hear in the normal audio range with or without correction.
- Finger dexterity to operate office equipment required.
- Ability to communicate in person, phone, email, and other communications.
- Ability to see computer monitor and departmental documents.

IND####