

Position Summary

The Community Health Worker serves as a liaison between health care providers, social services, and the community. Responsible for providing consumer-directed services through a range of activities, such as outreach, transition support, social support and community education.

Job Duties & Responsibilities

- 1) Provide services to assigned case load within area of responsibility, through providing services and training directly or through other LEAP staff members and external resources. Related duties include but may not be limited to:
 - a. In collaboration with Care Transition Coordinator, coordinate screening and selection of potential consumers and participation in the hospital transition program.
 - b. Assist in identifying relevant community resources for consumers and facilitates linkages to resources.
 - c. Educate and advocate for consumers' chronic condition self-management, independent living skills, and self-advocacy.
 - d. Facilitate with and for consumers the opportunity to build networks for social support with peers, personal relationships, and larger community.
 - e. Follow up on recommended services and equipment to ensure services are provided in a timely manner.
 - f. Assist in development of a community-based referral network for consumers.
 - g. Escort participants on relevant social services and community resources appointments as needed and requested, whenever possible.
- 2) Serve as a liaison when providing community resources to patients, caregivers, and families. Establish and maintain regular, clear communication with patient, caregiver, and/or family regarding resources, services, and eligibility guidelines.
- 3) Develop and maintain appropriate documentation, records and reports to include individual plans and service records. Document progress and prepare reports; compile and maintain consumer case records and documentation (case files and consumer database) in accordance with policies, procedures and practices set forth by LEAP, referral and funding requirements (i.e. State and Federal regulations), accrediting and funding standards (i.e. Dept. of Education, CARF) and all other applicable regulations.
- 4) Attend program staff meetings, contract meetings, agency-wide staff meetings and trainings and community meetings as directed.
- 5) Communicate progress, issues and goals with team leaders, other team members, program and executive directors, applicable staff members and others as required.
- 6) Comply with all policies and procedures set forth by LEAP, as well as all agency, funder, and legal guidelines regarding consumer privacy and confidentiality, including the need for written authorization from the consumer and/or legal guardian prior to any release of confidential information. Protect consumer privacy and confidentiality at all times.
- 7) Articulate LEAP's overall mission and this position's role in that mission through enhancing, protecting, and removing the barriers to the full exercise of the civil rights of persons with disabilities. Participates in LEAP advocacy efforts and events as requested.
- 8) Maintains professional attire, speech and manners.
- 9) Performs related duties as assigned.

Required Knowledge, Skills and Abilities*

- Ability to establish priorities, work independently and meet specified goals and outcomes.
- Ability to network with the community in strengthening partnerships and generating referrals.
- Knowledge of all LEAP services, Americans with Disabilities Act (ADA), the Rehabilitation Act of 1973, accommodations and work/home modifications, assistive and adaptive technology and related resources, and the issues and needs of persons with disabilities.
- Working knowledge of CARF standards.
- Ability to represent LEAP to consumers and the community.
- Ability to work well in a team, exhibiting good interpersonal skills and positive attitude.
- Ability to communicate clearly and concisely in both verbal and written forms.
- Understand, support and adhere to the Independent Living philosophy.
- Demonstration of time management and problem solving skills, along with ability to establish and maintain appropriate boundaries and manage multiple priorities.
- Ability to work well with people of all backgrounds, incomes, ages, races and disabilities (i.e. mental health, physical, cognitive, sensory).

*NOTE: The individual must possess these skills and abilities or able to explain and demonstrate that he/she can perform the essential functions of the job with or without reasonable accommodations, using some other combination of skills and abilities.

Qualification Standards

- High school diploma or general education degree (GED); associate's degree preferred.
- Community health certification by the Ohio Board of Nursing, or ability to obtain certification within first six months of employment, preferred.
- Two years' minimum experience in relevant health or medical-focused home and community-based services field.
- Experience working with a variety of people with disabilities and familiarity with disability-related advocacy, vocational and community support programs.
- Current certification in first aid and CPR (required within two months of employment) and MUI training.
- Must have access to reliable transportation to provide community services and home-based services.
- If driving a vehicle to provide community services and home-based services must have a valid Ohio driver's license, a clear driving record and proof of personal vehicle insurance coverage (required to be maintained at all times for this position).