



Community Health Advisor

Job Title: Community Health Advisor

FSLA Classification: Non-Exempt

Department: Marketing

Supervisor: Director of Business Development

Summary of Duties:

The **Community Health Advisor (CHA)** is responsible for the delivery of health education, behavioral interventions, and PACE referral services information to frail and elderly Fresno County seniors and/or their families/designated representatives.

Duties include, but are not limited to:

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- Supports the PACE healthcare team through community outreach, enrollment assistance and education activities as assigned.
- Develops CHR and Promotora-curriculum with interactive and culturally competent materials.
- Participates in community health events and PACE sponsored events providing health education and behavioral interventions to community members.
- Participates in mandatory and ongoing training and skill-building activities to effectively achieve community outreach and program goals.
- Provides PACE referral and health resource information to community members and/or their families/caregivers at strategic locations within the community.
- Conducts preliminary enrollment screening interviews to determine eligibility for PACE program services.
- Represents Fresno PACE as a participant in the Ventanilla De Salud program or other community health outreach events at the Mexican Consulate.
- Assists with the set-up of health education and PACE information booths.
- Responsible for reviewing annual Community Outreach calendar to ensure readiness and timely preparation.
- Submits promotional material requests and reports utilization figures to the Director of Business Development.
- CHAs may be required to work on weekends.
- Participates in monthly departmental meetings and other staff meetings as needed.



- Utilizes program curriculum, including interactive and culturally competent materials.
- Provides services in the in the preferred language of the organization’s target population, while also utilizing written and verbal language appropriate for the audience’s educational and literacy levels.
- Assists with recruitment of CHAs and Promotoras.
- Participates in performance evaluation process, collaborating with Director of Business Development to improve program and individual performance outcomes.
- Tracks and reports the outcomes of health education and behavioral interventions, including participation from target community members.
- Tracks and reports PACE referrals to the Director of Business Development; referral follow-up as needed.
- Adherence to CMS/DHCS regulatory requirements.
- Adheres to Fresno PACE Policies and Procedures, including Outreach Program P&P’s.
- Performs duties following HIPAA patient confidentiality guidelines.
- Upholds the PACE Organization’s (PO) core values, consistently promoting a positive and collaborative work culture.
- Other duties as assigned.

Qualifications:

- High School diploma or General Educational Development (GED) certificate.
- One year of experience working in support of frail elderly persons 55+.
- Ability to communicate clearly and effectively, verbally and in writing with community members, staff, supervisor and community partners.
- Ability to establish and maintain cooperative working relationship with staff members.
- Ability to prepare basic correspondence and simple reports in Microsoft Word.
- Ability to use Microsoft Excel to create tables and simple displays of information.
- Ability to create basic presentations in Microsoft PowerPoint.
- Ability to maintain confidentiality following HIPAA guidelines.
- Ability to communicate effectively in written and spoken Spanish.
- Valid Driver’s license and auto insurance.

Other Requirements:

All employees facilitating PACE marketing activities are required to pass the PACE marketing exam.