

Community Health Advisor

Job Title: Community Health Advisor

FLSA 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:

- 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 Innovated Integrated Health 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 Innovated Integrated Health 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.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.

- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above Community Outreach Coordinator job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand that the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

I understand that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Innovated Integrated Health at any time and for any reason.

Employee Print Name

Employee Signature

Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.