



Position Description

Title: Community Health Worker
Status: Non-Exempt; Full-time or Part-time
Location: North Sound ACH Region Island, San Juan, Snohomish, Skagit, and Whatcom counties; including lands of eight tribal nations (Lummi Nation, Nooksack Tribe, Samish Indian Nation, Upper Skagit Tribe, Sauk-Suiattle Indian Tribe, Stillaguamish Tribe of Indians, Swinomish Indian Tribal Community, and Tulalip Tribes)
Pay Range: \$26.44- \$33.65 hourly, annually \$55,000 - \$70,000

Position Summary

This position will support direct case management and work closely with the North Sound Community HUB team to perform intake and referral processes and support North Sound community members to access needed services. The HUB provides support to care coordinators across the North Sound region through use of a single referral system, financial support, training and technical support of care coordinating agencies (CCAs).

Essential Job Functions*

- Conduct intakes to assess needs of community members to determine the appropriate type of support community and clinical supports.
- Develop and document individualized response plans for clients and households.
- Complete charting in accordance with North Sound ACH charting guidelines and legal requirements and assure client confidentiality.
- Assist clients with development and implementation of individualized health plans on an ongoing basis.
- Assist clients to access appropriate, affordable service.
- Respond to clients who are in crisis or having medical emergencies.
- Provide services, resources, and information to clients.
- Track and report on client activity including updated progress notes and ensure all required program forms are completed and all required signatures are obtained.
- Coordinate with other community health workers, case managers, peer support specialists and others across the region.
- Perform other work-related duties as assigned
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Qualifications and Skills

- Two to four years of relevant experience in community health, education, and connecting community members to assistance. A combination of lived experience and education will be considered.
- Experienced delegating tasks, setting goals and deadlines, completing assigned tasks on time, and adapting plans as necessary.
- Solid decision making, problem-solving approaches, and ability to communicate complex issues in plain language is required.
- Experience with MS Office suite (including Word, Excel, PowerPoint), Google Suite (including Google Docs, Spreadsheets, and Drive), other online collaboration and project management tools, together with ability and desire to learn new applications.

Team Values

- Commitment to Equity: Work to advance equity, racial and social justice
- Leadership: Lead by example, maintain professionalism, and leverage communication strategies to promote effective organization change and culture development.
- Teamwork: Work effectively and respectfully with staff, stakeholders, and community.
- Efficiency: Manage and prioritize multiple projects, tasks and execute deliverables on time, within scope and budget.
- Dependability: Demonstrate responsive and responsible behavior in a fast-paced setting.
- Integrity: Earn the trust, respect, and confidence of co-workers, stakeholders and community, through honest, forthright, and professional interactions and respect.

Special Requirements

- A valid driver's license and proof of insurance are required. Successful candidates will have ready access to and ability to operate a motor vehicle.
- Final candidates are subject to a background check.

Working Conditions & Physical Requirements

- The work associated with this position will primarily be performed remotely, in compliance with Washington's COVID recovery guidelines. Employees are required to maintain a workspace with reliable internet connection where they can safely perform work, and be available and responsive during scheduled working hours.
- Occasional work on evenings and weekends will be required. These times will be pre-scheduled, and not routine.
- Occasional travel across the five-county service area is required.
- Position requires hand manipulative skills working with electronic equipment and systems. May occasionally lift and carry items weighing up to 25 pounds.
- Must be able to hear verbal conversations over the phone and in-person with background noise.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

North Sound ACH is an Equal Opportunity Employer