



COMMUNITY HEALTH REPRESENTATIVE

Department / Program: Community Health Services
Reports To: Manager
Salary/Hourly Range: 32
FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED
PD Revised: 06/01/2017

INTRODUCTION

This position is responsible for providing basic health care and instruction to targeted clientele and family members in the home and community to improve the health knowledge, attitudes and practices by promoting, supporting and assisting in delivery of total health care program. The Community Health Representative (CHR) scope is to address health care needs through the provision of community-oriented primary care services, including traditional Native concepts in multiple settings, utilizing community-based, well-trained, medically-guided health care workers.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Provide health care services to targeted and recently discharged hospital clientele residing within the service area; collaborates with various Indian Health Services Departments (Public Health Nursing, Social Services, Case Managers, Medical Doctors) in carrying out added home health care services (clients focused) including but not limited to, monitoring vitals, visual/hearing exams, education on disease progression, dressing changes, exercise/physical therapy (Range of Motion- ROM), client assessment/evaluation. Conduct joint home visits with various health care team members.
2. Educate community on available health programs, health policies and procedures. Assists clients in seeking and applying for services through other resource agencies; acts as an advocate to communicate the needs of the clients. Makes referrals for family meetings, elder abuse cases and other client concerns.
3. Provides limited transportation for frail elderly without any family support and others who are temporarily disabled and serve as an interpreter or translator for clients during visits to the clinic/hospital, social services, consumer services and other resource agencies, as specified in the individual Health Care Plan.
4. Organize community health promotion and disease prevention events and facilitate the learning events such as immunizations, well baby clinics, safety in the home, medications/drug storage, proper sanitation and maintenance of the community/personal buildings, health hazards of behaviors such as alcohol use, cigarette smoking, eating habits etc. Work in close collaboration with village administrators & youth & elderly coordinators to develop/coordinate village driven programs. Provide reports and updates to governing boards on program progress and or updated program information. Support tribal and IHS Health Programs with their yearly health initiatives.
5. Assist Public Health Nursing staff with annual school screenings for all schools located on the Hopi reservation including Head Start Program; Participate in Head Start Health Advisory Team and provide various health information / education to parent groups.
6. Conduct tribal emergency response upon declaration of an emergency situation (floods, heavy snow storms, etc.) Works in close collaboration with the Hopi Emergency Response Team (HERT) and the Hopi Health Care Command center during actual emergency or planned exercises. Works collaboratively with Hopi Health Care Center and Office Environmental Health Services and outside agencies (i.e. Centers for Disease Control Az. Health Department and County Health Departments) during any disease outbreak conduct public awareness/education and assist with testing or investigations with the guidance of trained personnel.
7. Enter the CHR Comprehensive Patient Care Component (PCC) data in patient's medical record through the Resource and Patient Management System (RPMS) and all services and activities provided weekly. Prepares and submits monthly statistical and narrative reports.
8. Attends program and staffing meetings with the Hopi Tribe & Hopi Health Care interagency teams to discuss overall client status/progress, exercises creativity and innovativeness in providing quality services; obtains additional knowledge and skills through training and supervision in working with targeted clientele.
9. Arrange for police/ambulance transport in accident or emergency situations.
10. Performs other duties as assigned and authorized to achieve Tribal/Program goals & objectives.

PERSONAL CONTACTS

Contacts are with employees within or outside the work area, clients and their family members, villages/communities, health care providers, and related agencies and the general public.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

Most of the work is performed in a home setting requiring light to moderate physical exertion such as lifting, bending, stooping and occasional heavy lifting of clients (in excess of 75 lbs.) and exposure to blood-borne pathogens and communicable disease requiring the incumbent to wear protective and appropriate clothing and gear. Extensive travel on the reservation is required with limited off reservation travel.

MINIMUM QUALIFICATIONS

1. Required Education, Training and Experience:

Education: Certification as a Certified Nurse Assistant (CNA) or Certified Medical Assistant (CMA) from an accredited institution or training program;

AND

Experience: Six (6) month's direct work experience in a hospital or clinic setting, and experience providing home health care services to the elderly, handicapped and/or disabled persons.

2. Required Knowledge, Skills and Abilities:

Knowledge:

- Knowledge of culture, traditions and socio-economic environment of the Hopi Reservation;
- Knowledge of community health resources and needs;
- Knowledge of traditional and modern home living care;
- Knowledge of health/medical terminology;
- Basic knowledge of standards of care methods, techniques and practices.

Skills:

- Good skills in verbal and written communications;
- Good skill to produce creative educational and informational materials;
- Good skill in human and public relations;
- Good skills in interpersonal relationships;
- Basic skills as a Nurse Assistant or Medical Assistant.

Abilities:

- Ability to work independently and follow verbal and written instructions;
- Ability to conduct and large and small group presentations;
- Ability to maintain and practice strict confidentiality;
- Ability to establish and maintain positive professional working relationships with others;
- Ability to operate personal computers, applicable software and basic office machines/equipment;
- Ability to operate pressure cuffs, glucose meters and other related equipment.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess and maintain a valid Arizona Driver's License and complete the Hopi Tribe's Defensive Driving course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must not have been convicted of misdemeanors at the local, state or federal level within the past twelve (12) months of application.
4. Must complete and maintain annual immunization and physical wellness exams.
5. Must be able to pass mandatory and random drug & alcohol screening.
6. Must possess and maintain a CPR/First Aid Certification.
7. Must maintain Certification as a Certified Nurse Assistant or Certified Medical Assistant.