



COMMUNITY HEALTH REPRESENTATIVE

Community Health Services

OVERVIEW

This position is responsible for providing advanced health care and instruction to targeted clientele and family members in the home and community to improve health knowledge, perception and practices by promoting, supporting and assisting in delivery of total health care programs. The Community Health Representative (CHR) 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.

Contacts are with employees within or outside the work area, clients and their family members, villages and communities, health care providers, and related agencies and the public. 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 75lbs. Physical activities also require participation at both inside and outdoor CHR hosted and public events. Exposure to blood-borne pathogens and communicable disease require the incumbent to wear protective and appropriate clothing and gear. Extensive travel on the reservation is required with limited off reservation travel.

PRIMARY JOB FUNCTIONS (The following duties are not 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 Department (Public Health Nursing, Social Services, Case Managers, Medical Doctors, Office of Environmental Health) in carrying out added home health care services (client focused) including but not limited to, monitoring vitals, visual and hearing exams, education on disease progression. 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. Make referrals for client concerns to other agencies.
- 3) 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.
- 4) Conducts tribal emergency response upon declaration of an emergency (floods, heavy snowstorms, etc.) Works in close collaboration with the Hopi Emergency Response Team (HERT) and the Hopi Care Command center during actual emergencies or planned exercises. Works collaboratively with Hopi Health Care Center and Office Environmental Health Services and outside agencies (i.e. Centers for Disease Control, Arizona Department of Health Services and County Health Departments) during any local, county, state and worldwide disease outbreak or epidemic. Will perform as front line workers to conduct public awareness and education and assist with testing or investigations with the guidance of trained personnel.
- 5) Organize community health promotion and disease prevention events and facilitate the learning events such as immunizations safety in the home, health hazards of behaviors such as alcohol use, cigarette smoking, eating habits etc. Work in close collaboration with village administrators and youth and elderly coordinators to develop and coordinate village driven programs. Provide reports and updates to governing boards on programs progress and or updated program information. Support tribal and IHS Health Programs with their yearly health initiatives.
- 6) Assist Public Health Nursing staff with annual school screenings for all schools located on the Hopi reservation including Head Start Program, elementary, JR/SR high schools. Also include bordering town schools during CHR hosted and public events; Participate in Head Start Health Advisory Team and provide various information and education to parent groups.
- 7) Attends program and staffing meetings with the Hopi Tribe and Hopi Health Care interagency teams to discuss overall client status and progress, exercises creativity and innovativeness in providing quality services; obtains additional knowledge and skills through training and supervision in working with targeted clientele.

- 8) Provides limited transportation for frail individuals without any family support and others who are temporarily disabled. Will serve as an interpreter of translator for clients during visits to the clinic and hospital, social services, consumer services and other agencies as specified in the individual Health Care Plan.
- 9) Arrange for police and ambulance transport in accident or emergency situations with proper Emergency Preparedness training.
- 10) Support the Department of Health & Human Service mission and vision by working collaboratively, coordinating efforts and communicating effectively.
- 11) Performs other duties, in line with current job responsibilities and range of pay/salary, as assigned or authorized to achieve Tribal goals and objectives.

MINIMUM QUALIFICATIONS

Community Health Representative I

Education: Certification as a Community Health Worker (CHW), Certified Nurse Assistant (CNA) or Certified Medical Assistant (CMA) from an accredited institution or training program; AND

Experience: Six (6) months minimum direct work experience in a hospital, clinic setting or experience providing home health care services to all ages of clients particularly the elderly, handicapped and disabled persons; OR

Equivalent combination of Education, Training, and Experience, which demonstrates the ability to perform the duties.

Community Health Representative II

Education: Certification as a Community Health Worker (CHW), Certified Nurse Assistant (CNA) or Certified Medical Assistant (CMA) from an accredited institution or training program; AND

Experience: Three (3) years minimum direct work experience in a hospital, clinic setting or experience providing home health care services to all ages of clients particularly the elderly, handicapped and disabled persons; OR

Equivalent combination of Education, Training, and Experience, which demonstrates the ability to perform the duties.

Community Health Representative III

Education: Certification as a Community Health Worker (CHW), Certified Nurse Assistant (CNA) or Certified Medical Assistant (CMA) from an accredited institution or training program; AND

Experience: Five (5) years minimum direct work experience in a hospital, clinic setting or experience providing home health care services to all ages of clients particularly the elderly, handicapped and disabled persons; OR

Equivalent combination of Education, Training, and Experience, which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of community health resources and needs.
- Knowledge of traditional and modern home living care.
- Knowledge of culture, traditions and socio-economic environment of the Hopi Reservation.
- Knowledge of health and medical terminology and procedures.
- Knowledge of Native American family roles & responsibilities.
- Knowledge of coding on Patient Care Component (PCC) forms and Resources and Patient Management System (RPMS).
- Knowledge of standards of care methods, techniques and practices.
- Knowledge of mental and physical health awareness.
- Skills in verbal and written communications.
- Skills to produce creative educational and informational materials for outreach events, such as but not limited to, presentations, CHR events and other community events.
- Skills in utilizing various Public Relations (PR) platforms, such as, but not limited to, social media (Facebook), marquees, Hopi Tribe website, local newspaper and radio stations to provide health promotion and disease prevention information and to promote upcoming CHR events.
- Skills in interpersonal relationships.

- Skills as a Community Health Representative/Worker, Nurse Assistant or Medical Assistant.
- Ability to operate blood pressure cuffs, glucometers and other related equipment.
- Ability to operate personal computers, applicable software and basic office machines and equipment.
- Ability to conduct large and small group presentations.
- Ability to establish and maintain positive professional working relationships with others.
- Ability to work independently and follow verbal and written instructions.
- Ability to maintain and practice strict confidentiality.

NECESSARY REQUIREMENTS


- 1) Required to maintain a valid Arizona Driver’s License and complete the Hopi Tribe’s Defensive Driving training.
- 2) Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver’s license, which qualifies the incumbent for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver’s license). Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass pre-employment screening.
- 4) Must pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have misdemeanor criminal convictions at the local, state, or federal level within the past five (5) years of application.
- 7) Must possess or attain a CPR/First Aid Certification within thirty (30) business days of hire.
- 8) Must possess or attain certification in Basic and Advanced I H S CHR Training within thirty (30) business days of hire.
- 9) Must possess or attain certification in Child Passenger Safety Technician training within one (1) year of hire and maintain throughout employment.
- 10) Must possess and maintain certification as an Arizona Department of Health and Human Services Community Health Worker, Certified Nurse Assistant or Certified Medical Assistant within one (1) year of hire.

DESIRED REQUIREMENT

Program needs may require the candidate to demonstrate fluency in Hopi and English languages as a condition of employment.

COMMUNITY HEALTH REPRESENTATIVE

Community Health Services
 Department of Health & Human Services
 Supervisor: CHS Manager
 Salary Range: 38 Community Health Representative I
 42 Community Health Representative II
 46 Community Health Representative III
 Classification: NON-EXEMPT
 Revised 03/12/2026

REVIEWED BY:  DATE: 3/16/2026
 Department Director

APPROVED BY:  DATE: 3/16/2026
 Human Resources Director