



## **POSITION DESCRIPTION**

**Position Title:** Community Health Worker/Recovery Coach

**Date:** January 2022

**Reports To:** Clinical Practice Manager

**Department:** Clinical

**Type:** Non-exempt

### **POSITION PURPOSE:**

This position is part of the primary care and behavioral health clinical team. The Community Health Worker (CHW)/Recovery Coach helps increase access to health services for vulnerable people who are usually underserved by the health care system, through outreach, education, and peer support. The CHW is responsible for promoting behavior changes, assisting with linkages to appropriate health care services and assisting individuals with self-management of chronic conditions. This position provides support to patients in the Medication Assisted Therapy (MAT) program for recovery from opioid and alcohol addiction.

### **QUALIFICATIONS:**

Minimum High School Diploma or equivalent required. A minimum of one year of addiction recovery experience is required. Certification in addiction recovery is preferred but not required. Demonstrates positive beliefs and feelings regarding clients with varying levels of needs. Strong interpersonal, written, and verbal communication skills are required. Excellent organizational skills with an ability to perform in a fast-paced, deadline-oriented work environment required. Ability to successfully execute many tasks simultaneously. Ability to work well with other support staff and executive staff. Demonstrated ability to lead and work on a team, as well as work independently. Computer literacy, including a basic understanding of I.T. networks and hardware. Ability to develop and present materials. A valid driver's license is required. Reliable transportation is required.

### **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

1. Complete an extensive intake process assessing social determinants of health, medical and behavioral health history, health behaviors, adverse childhood experiences (ACEs), and resilience.
2. Coordinate initial physical and psychological evaluations.
3. Create a comprehensive care plan as part of the care team.
4. Serve as the primary contact person for the 36<sup>th</sup> District specialty courts (mental health, substance abuse, and veterans) and ensure appropriate case conferencing and care management.
5. Answer phones and schedule primary care and behavioral health appointments.

6. Provide wrap-around and supportive services, including weekly patient touch points for the first three months of the MAT program, then transition to biweekly throughout the treatment process.
7. Provide overdose education and Naloxone distribution.
8. Provide health education and employ motivational interviewing techniques to improve healthy behaviors and enhance adherence among primary care and behavioral health patients/clients.

9. Ensure basic needs are addressed (i.e., food, temporary housing, transportation, clothing, etc.).
10. Make follow-up calls after all referrals are made. Ensure all referrals are documented in case notes and in client's paper file.
11. Provide case notes for every intervention (i.e., appointment, phone call, etc.) in the clients' services database.
12. Maintain confidentiality and standards of ethical practice.
13. Other duties as assigned.

**WORKING CONDITIONS:**

1. Must be able to work a flexible schedule (per agency requirements).
2. Able to complete duties under stress, deadlines, and while attending to multiple duties simultaneously.
3. Prolonged computer related exposure, as well as sitting and standing at workstations for long periods of time.
4. Must be able to work in a clinical environment.

The above job description is for informational purposes only and is not intended to be all inclusive or limiting as to specific duties.

APPROVAL:

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DATE:

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