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| Job Title: | SBHC CHW | Job Category: | Other Clinical |
| Location: | SBHC, district TBD | Travel Required: | Yes, local |
| Level/Salary Range: | \$17.25/hour | Position Type: | Full-time, Part-time |

Job Description

ROLE AND RESPONSIBILITIES

The school-based Community Health Worker will provide culturally appropriate health education, information, and outreach in the school-based clinic. They will directly assist the remote or in-person school-based clinic provider in facilitating scheduled and as needed clinic visits. The CHW will perform clinic operational tasks including registration of patients, triage, and vital signs, assisting with telephone management, patient education and assistance, and other clinic tasks according to procedures, policy, and protocols. CHWs are essential members of the Sunrise Clinics SBHC care team and are instrumental in helping patients feel at ease in the school health center and ensuring each visit is completed efficiently.

DUTIES

- Provide appropriate interpersonal care which includes introducing oneself; treating patients with care, compassion, and courtesy; responding in a non-judgmental and culturally sensitive manner; listening to and answering questions from patients; and clearly explaining diagnoses and treatments.
- Monitor and facilitate patient flow, to assure efficiency for patients and providers for both medical and Behavioral Health services.
- Review provider schedules, screen patient financial/demographic information for accuracy, and update patient records as needed.
- Ensure the accuracy of patients' demographic and policy information within eClinicalWorks. Photocopies patients' identification and/or insurance cards as appropriate.
- Complete medical and medication histories, take vital signs and weight, update the quality-of-care measures, update immunization records, and document appropriately in eClinicalWorks.
- Monitor stock levels and order per protocol.
- Stock clinic with supplies.
- Monitor and replace sharps containers and biohazard bags.
- Conduct outreach to schedule clinic appointments for wellness and follow up visits.
- Other duties as assigned.

ADDITIONAL DUTIES BASED ON SKILLS, EXPERIENCE AND NEED

- Perform procedures, including EKGs, cerumen removal and ear lavage, urine testing, 6-min walking test, eye exams, blood draws, hearing exams, PFTs, suture/staple removal, and wound care as appropriate, based on skills, experience and need.
- Administer medications, including nebulizers and immunizations as appropriate, based on skills, experience and need.
- Process prescription refills, based on skills, experience, and need.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Exceptional Customer Service.
- Excellent verbal and written communication skills, especially with diverse audiences and settings.
- Demonstrated ability to work independently and as part of a team.
- Ability to meet deadlines in a high-pressure environment.
- Experience working with software applications, such as electronic medical records and Google Suite.
- Excellent organizational skills and attention to detail.
- Ability to think critically and make sound decisions.
- Demonstrated understanding of the need for patient confidentiality in a HIPAA-compliant environment.
- CHW Certification required; MA certification or experience preferred. Training will be provided.

PREFERRED SKILLS

As indicated above.

ADDITIONAL NOTES

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| Reviewed By: | Senora Campos | Date: | 5/2/23 |
| Approved By: | Johanna Georgilas | Date: | 5/2/23 |
| Last Updated By: | Johanna Georgilas | Date/Time: | 12/6/23 |