

## JOB ANNOUNCEMENT: COMMUNITY HEALTH WORKER

The mission of the Center is to improve health in high-risk populations through the effective use of Community Health Workers (CHWs). CHWs, hired from within local communities, provide social support, advocacy and navigation to low-income, high-risk patients. Our Center has developed IMPaCT, a CHW program which has been scientifically proven to improve patients' access to care, engagement with healthcare, and hospital readmissions. We are a nationally-recognized CHW leader and have been featured in the New York Times, National Public Radio, and Forbes magazine. Our Center is part of the University of Pennsylvania Health System.

Every day, we care for low-income patients in our hospitals and primary care clinics. We try our best to keep them feeling well so that can live their lives to the fullest. But life can be tough and lots of things can keep people from staying healthy and from getting better when they are sick. Patients have worries such as: "How will I get to the pharmacy to get my prescriptions filled?", "Who will watch my children while I go to the doctor?" and "Will I have food, transportation and housing?"

We believe that community-health workers (CHWs) have the skills and experience to understand what low-income patients are going through and help them get through difficult times. CHWs are people who come from the communities they serve. In the IMPaCT Project, CHWs called IMPaCT Partners will act as caring neighbors to help patients address the social and medical problems that lead to poor health. The goal is to help patients out with the tasks of getting medical care, working on health goals (arranging care, filling medication prescriptions, planning healthy meals or finding time to exercise), and to help them deal with the social issues that keep them from staying healthy.

### **Key Duties & Responsibilities:**

- Attend a month-long paid training program
- Meet patients in the primary care clinic or hospital and conduct a needs assessment, including helping patients to set health goals
- Make weekly follow-up calls and home visits to patients
- Motivating patients to meet their health goals
- Helping patients with social issues like homelessness, substance abuse and hunger
- Assist patients with organizing their records, making follow-up appointments, and filling their prescriptions
- Help patients fill out applications for Medical Assistance and SNAP (Supplemental Nutrition Assistance Program)
- Work with other CHWs and staff to create a directory of community resources (e.g. food banks, housing assistance programs, childcare resources, etc.) in West and Southwest Philadelphia.
- Document each patient encounter in detail
- Prepare reports and documents as needed or requested.
- Attend a weekly group meeting with other CHWs, and program supervisors
- Other duties as reasonably assigned.

**Preferred Qualifications:**

- Long-time resident of West or Southwest Philadelphia and good knowledge of the resources of these communities.
- Excellent oral and written communication skills
- Ability to carry out written and oral instructions
- Ability to exercise judgment in the application of professional services
- Comfortable with home visits and outreach
- Must have two references
- Must successfully pass a background check and pre-employment physical exam
- Must be willing to commit to a full time period of employment
- Must be proficient in MS Word and computer data entry
- Prior experience as an outreach worker a plus