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Position Announcement
Community Health Worker, Medicaid Outreach

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IPHI Background: With a focus on the District of Columbia, Maryland, and Virginia, the Institute for Public Health Innovation (IPHI) builds partnerships across sectors and cultivates innovative solutions to improve health and well-being for all people and communities, particularly those most affected by health inequities. Our work strengthens service systems and public policy; enhances the environments and conditions in which people live, age, work, learn, and play; and builds organizational and community capacity to sustain progress. IPHI has emerged as one of the region's leading partners working on the integration of public health and primary care and the development, coordination, and evaluation of community health worker (CHW) initiatives. IPHI currently operates various programs across the region that include dozens of CHWs who directly support people to effectively utilize medical care and support services and improve their health and quality of life.

IPHI is embarking on a new joint venture with Kaiser Permanente to integrate community health workers into teams that assist with outreach to and support of Medicaid beneficiaries.,

Position Title: Community Health Worker

Positions Available: 3 full-time (40 hours/week) positions. Continued availability of positions is contingent upon funding. Funding is initially for one year.

Program Overview: The overarching goal of this initiative is to connect with and engage Medicaid beneficiaries, primarily those residing in Prince George's County, Maryland. Enrollees identified as candidates for CHW involvement would be those newly referred to or enrolled in Kaiser Permanente's Medicaid Health Plan through Maryland's HealthChoice Medicaid MCO Program. A second tier of beneficiaries might be those who have not been engaged in care. The aim is to engage Medicaid beneficiaries in a productive relationship with their assigned Kaiser Permanente clinical care team so preventive health services can be used in a timely and appropriate manner to improve health outcomes and reduce costs. The CHWs would work in close coordination with other members of the Kaiser Permanente clinical care team.

Job Summary: Community health workers use their unique position as trained community members to provide trust-based information and education, help clients (patients) cope with and overcome barriers to care, walk clients through the often-complex healthcare system, and help them strategize to manage the logistics of caring for oneself in the context of a complicated life. The community health worker (CHW) engages with members in person during home visits, over the phone and through other mediums as appropriate to: communicate key care management, benefit administration and health promotion messages; help them get answers to their care management and post-treatment questions; and help them address environmental factors and social determinants that may be impacting their health and access to preventive services.

These positions will also include a significant education opportunity for newly hired CHWs. All hired community health workers will benefit from a core 80-hour CHW training at the beginning of employment to prepare them for their positions, as well as ongoing continuing education and training to help them succeed in their work.

Reports to: The IPHI Resource Advisor/Maryland Medicaid Special Needs Coordinator for the Kaiser Medicaid Managed Care CHW Program.

Primary Responsibilities: The following are primary roles and responsibilities of the Community Health Workers:

- Contact Medicaid managed care members to schedule initial primary care appointments;
- Engage members at their home and other places (i.e. homeless shelters), if needed, to assess social needs and document relevant information about their home environment and other identifiable social determinants that may potentially be impacting their health;
- Provide education on Kaiser Permanente services and integrated care system, support with use of Kaiser Permanente online appointment scheduling system, kp.org, and personal health records, communicate information from their care manager, and assist them in understanding their care plan;
- Inform members about gaps in care, pending eligibility expiration, upcoming programs and other key messages related to their benefits and/or Medicaid status;
- Together with case managers and clinical staff, support clients throughout the early part of their care so they participate fully, become educated, and can advocate for themselves;
- Work with case managers to assist clients in identifying services to address other aspects of their life that affect their health, such as mental health and substance abuse treatment, domestic violence services, housing programs, and education and employment services;
- Using electronic systems, submit clear and accurate data for all work performed;
- Comply with all program protocols, including those regarding confidentiality of client information;
- Complete employee orientation and all mandatory program trainings to guarantee appropriate competency in program requirements;
- Participate in all staff and program meetings, site visits with funders, required network events, and mandatory trainings;
- Keep supervisor informed of all problems, challenges and conflicts related to job; and
- Perform other duties as assigned.

Required Qualifications:

- **Commitment:** Passion for the mission to improve the health and quality of life of Prince George's County, Maryland residents.
- **Knowledge:** Must have demonstrated knowledge of social service resources in Prince George's County, Maryland, along with an interest and ability to expand knowledge through training. Ability to assess clients for needs related to treatment education and prevention. Broad knowledge about the community, specific health issues and health and social service systems.
- **Experience:** Must demonstrate experience with or abilities for community outreach. Direct or indirect experience with issues that put people at risk for poorer health outcomes helpful, and experience with community resources and services in Prince George's County preferred. Having experience with families of children with special needs or experience with children under foster care a plus.
- **Skills:** Strong verbal and written communication skills including excellent listening skills. Strong counseling and relationship building skills, and a demonstrated ability to conduct sensitive, empathetic interviews and conversations that highly respect the dignity and diversity of clients. Ability to engage staff and clients in a supportive and empowering way. Computer skills and data entry experience required. Ability to help manage conflict. Ability to maintain client records and information in an accurate, timely and confidential manner. Scheduling, planning and follow-up skills. Ability to interface effectively with a diverse population. Ability to identify and access resources. Strong

organizational and time management skills. Previous experience with electronic health records or databases is strongly desired.

- **Personal qualities:** Personal qualities including energy, intelligence, diplomacy, sound practical judgment, the ability to work independently during periods of less supervision; the ability to work effectively in a busy environment; and the interpersonal skills to work effectively in partnership with other program staff and others in the agency. An approachable, reassuring and confident yet humble demeanor is required. Ability to understand and maintain professional boundaries is essential. Resourcefulness will be required to assist clients, as well as good judgment and decision making.

Education Required: A high school diploma or GED is required for this position. Exceptions may be granted with otherwise qualified candidates when a commitment to complete a GED within a certain period is made in conjunction with acceptance of employment.

Additional Requirements: Employment is expected to begin as soon as possible. More information about training requirements will be provided during the interview process. Employees may occasionally be required to conduct outreach and support outside of traditional work hours, such as evenings and weekends.

Salary and Benefits: Salary is contingent upon available funding, and is commensurate with experience and qualifications. The starting salary for this position is expected to fall in the range of \$15.10 - \$18.75/hr). IPHI offers a competitive benefit package with annual leave, health/dental/vision insurance, retirement account contributions and other benefits for full-time employees.

Job Location: Community health workers will be employed by the Institute for Public Health Innovation (www.institutephi.org). The position requires the employee to work out of IPHI's Prince George's County, MD office (opening in late summer), though most work will be conducted out in the community and at Kaiser Permanente facilities.

Travel: Regular travel within Prince George's County, Maryland and meetings at IPHI's Washington, DC headquarters. The employee will need reliable transportation to travel throughout Prince George's County, MD for client home visits and in support of client social needs.

How to Apply: To apply for this position, submit a cover letter and resume via email to hr@institutephi.org. Please put "CHW Application – KP" in the subject line of the email. Applications received by May 31, 2017 will receive priority. **No phone calls, please.**