

STARRY, INC.
Position Description
COMMUNITY HEALTH WORKER

POSITION ASSIGNMENT

Position Title: Community Health Worker

Company: STARRY

Status: Full-Time, Exempt

Reports to: Community Health Worker Supervisor

STARRY Vision: We envision a Texas where every child has a healthy, forever family.

STARRY Mission: We nurture children, strengthen families, and restore hope through counseling, fatherhood, and family support.

STARRY Core Values

S Service	World-class service is our passion.
T Together	We are stronger together.
A Access	Everyone is welcome here.
R Responsibility	Shared ownership produces successful outcomes
R Relationships	Healing happens when people feel safe, secure, and loved.
Y You	Our clients, community, stakeholders, and staff are our priority.

POSITION SUMMARY

STARRY is seeking individuals for the position of Community Health Worker (CHW) to support the work of the Williamson County Pathways Community Hub and the implementation of the Pathways Community HUB Institute® Model at the Georgetown Family Resource Center.

A Community Health Worker (CHW) is a trusted individual who contributes to improved health outcomes in the community and has a close understanding of the community served. This trusting relationship enables the worker to serve as a liaison between health/social services and the individual in order to facilitate access to services. CHWs serve the communities in which they reside or communities with which they may share ethnicity, language, socioeconomic status, or life experiences.

KEY RESPONSIBILITIES

CHW GENERAL RESPONSIBILITIES:

- Builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy;
- Serves as a community liaison between target populations and agencies and providers
- Provides guidance and social assistance to community residents;
- Enhances community residents' ability to effectively communicate with healthcare providers;
- Provides culturally and linguistically appropriate health education;
- Advocates for individual and community health;
- Provides referral and follow-up services or otherwise coordinates care; and
- Identifies and helps enroll eligible individuals in federal, state, and local private or nonprofit health and human services programs.

CHW SPECIFIC RESPONSIBILITIES:

- Outreach to clinics, community centers, emergency departments and other community sites, to find individuals from the target population eligible for enrollment into the Family Resource Center's Pathways Community Hub.
- Verify eligibility, complete consent form, and all documentation (Release of Information, Demographic Form, Visit Form, Progress Form and Standard Pathways) and tools as needed for enrolling the population being served;
- Work with enrolled participants in their homes to identify needs and connect them to community-based resources and services to remove barriers to care;
- Complete intervention plan and case related documentation within the time frame of the established policy;
- Ensure participants schedule and attend medical appointments with any providers as needed;
- Educate enrolled participants on topics relevant to their situation using the PCHI® Model;
- Maintain a full-time active caseload of approximately 30 for lower risk participants and 20 for high-risk participants;
- Comfortable utilizing software system to track and monitor participant progress;
- Attend trainings and monthly meetings as required; and
- Attend 2-3 community events/health fairs annually promoting agency and the Family Resource Center and PCH model.
- All other duties as assigned.

KEY REQUIREMENTS

QUALIFICATIONS

Education: Minimum of High School Diploma or GED Equivalent

- Minimum of 1 year of related experience
- Strong interpersonal and communication skills
- Ability to obtain CHW certification within one year of hire
- Bilingual in English/Spanish strongly encouraged
- General knowledge of Medical Terminology
- Ability to communicate effectively, function independently, manage time efficiently, organize workflow and maintain confidentiality
- General knowledge of community and state resources
- Strong analytical and problem-solving skills
- Computer skills

PHYSICAL REQUIREMENTS

- Ability to travel regularly as needed for client care
- Reside within the zip code of 78626
- Normal office work

WORKS COOPERATIVELY WITH:

(1) FRC Program Staff; (2) Operations Staff; (3) Executive Team; (4) Family and Youth Success Program; (5) Georgetown Health Foundation; (6) United Way of Greater Austin

ACCOUNTABILITIES

Reports to the Community Health Worker Supervisor

I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Outreach Support Specialist for STARRY and can perform the essential functions required. I have received a copy for my records.

Received by: _____

Signature

Date

Print Name