

UW HEALTH JOB DESCRIPTION

COMMUNITY HEALTH WORKER SUPERVISOR

Job Code: 310042	FLSA Status: Exempt	Mgt. Approval: A. Robbins	Date: February 2022
Department: Population Health		HR Approval: J. Olson	Date: February 2022

JOB SUMMARY

The Community Health Worker (CHW) Supervisor provides supervision, coaching, and direct support to the CHW team. The CHW Supervisor provides leadership to other CHWs through training, mentoring, and case conferencing. The CHW Supervisor carries a limited caseload and supports patients and their social and health needs to navigate and access community resources, social services, and medical systems. This role collaborates both internally and externally and will partner cross functionally with team members including medical providers, social workers, and case managers.

The CHW Supervisor demonstrates an advanced level of communication and interdisciplinary collaboration, professionalism, and systems-based thinking with an emphasis on the importance of patient-centered care, education, and organizational involvement to meet the team's identified goals. The CHW Supervisor will effectively communicate feedback and provide ongoing coaching and mentoring to staff while supporting a learning environment to advance team skills and promote professional development.

MAJOR RESPONSIBILITIES

Community Health Worker Subject Matter Expert:

- Act as a subject matter expert on CHW program workflow and care model, providing leadership, guidance, and best practice techniques to CHW staff.
- Carry a personal patient caseload. Conduct social determinants of health interviews with patients to identify needs and document appropriately. Develop a plan to address moderate and high social determinants of health and health equity needs.
- Assist patients with problem-solving barriers to health stabilization by identifying, locating, connecting to, and navigating needed community and medical system services. This may include accompanying patient to appointments and assisting patients with completing forms to access needed services.
- Link clients to and inform them of available community resources.
- Teach clients the knowledge and skills needed to obtain care (empowerment).
- Actively build individual/client, community, and team capacity.
- Be a spokesperson and advocate for clients when they are unable to speak for themselves.
- Serve as a lead community representative by attending community coalition and workgroup meetings, making presentations on behalf of the programs and fostering collaborative relationships with community partners, community resources, health plans, and providers.

Leadership and Human Resources Management:

- Promote growth of Community Health Worker team members in areas of patient-centered care, education, and cross-organizational care.
- Provide continual coaching support and guidance in promoting adherence to the CHW Care Model and other evidence-based practice.
- Lead onboarding, orientation, and training of CHW staff.
- Assign incoming patient referrals and monitor volume of referrals assigned to CHW staff.
- Ensure employees have the needed tools and resources to achieve goals and ensure compliance.
- Work closely with Program Director on day-to-day program operations.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Social Work, Human Services, Healthcare, or related field. Four (4) years of relevant community health worker, community outreach, or health education experience may be considered in lieu of degree.
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> • Two (2) years of experience in a supervisory role • Three (3) years of experience in community outreach, health education, or in a role representing or supporting local community agencies

UW HEALTH JOB DESCRIPTION

	Preferred	<ul style="list-style-type: none"> One (1) year of progressive leadership experience relevant to a Population Health role Two (2) years of prior experience working in a Community Health Worker or Social Work model Five (5) years of experience in community outreach, health education, or in a role representing or supporting local community agencies Previous experience in a healthcare setting.
Licenses & Certifications	Minimum	
	Preferred	Community Health Worker Certification or training
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Work history demonstrating increasing levels of supervisory responsibility Ability to communicate effectively with and relate to individuals from various economic, social, and cultural backgrounds Knowledge of community health worker and team-based care Assessment and evaluation skills Ability to work independently while collaborating effectively as a team member with other health professionals Ability to navigate systems and coordinate patient care Willingness to learn new models and modalities Excellent verbal and written communication skills Demonstrate a professional demeanor Able to work in less well-defined or structured situations and comfortable with ambiguity and change Willingness to approach problem solving with a creative approach Computer skills and ability to navigate databases and software programs for patient documentation and tracking

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. What boxes should be checked below? Since they are providing clinical care, this will need to be completed.

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input checked="" type="checkbox"/> Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with	20-50#	10-25#	Negligible-10#

UW HEALTH JOB DESCRIPTION

	frequent lifting/and or carrying objects weighing up to 25 pounds.			
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.