



Rio Arriba County **VACANCY NOTICE**

JOB TITLE: Promotora III/Community Health Worker

Department: Health & Human Services
Division:
Hourly: C-13 per Schedule
Position Status: Full-Time
FLSA Status: Exempt
Closing Date: Open Until Filled

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

Primary Purpose:

RAHHS Promotora III/Community Health Workers, apply their experience with either community work or community organizing to achieve the project's deliverables; which include community outreach to build or improve the health care system throughout the County. CHWs will be assigned to work with community members in different topics, such as COVID-19 vaccine education among other health-related issues. This by one on one, community meetings, community forums, community events among others. CHWs are asked to input data into our system to track progress and assess the project. Salary and responsibilities are staged based upon knowledge level and previous experience.

This position may be responsible for managing an assigned caseload of children, children diagnosed with chronic disease and their families, as well as disease prevention. The Promotora III/Community Health Worker is responsible for assessing client needs, developing, implementing and reviewing service plans, and working with schools and other referral sources staff and other in meeting/achieving client service needs.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities/ duties/ and skills required of personnel in this classification. Duties responsibilities and activities may change at any time with or without notice.

Essential Job Functions:

- Must be able to obtain National Provider Number within six months of hire; maintains National Provider Identification Number as well as certification as a Promotora III/Community Health Worker and Community Support Worker.
- Attends Promotora III/Community Health Worker trainings provided by UNM, the NM DOH, Pathways Community Hub Institute or other organizations as required by the Department; must obtain CHW certification within one year of employment;

- Must become certified as a Community Support Worker within six months;
- Attends trainings as required by the department which may include but are not limited to CLAS Standards, community organizing, group facilitation, cultural relevance, ethics, Presumptive Eligibility Determination, Motivational Interviewing, CRA/CRAFT, Body Positive Wellness, and CCSS.
- Conducts community outreach around health and vaccine equity issues determined by supervisor and the Health Equity Task Force of the Rio Arriba Community Health Council (RACHC); These may include assisting with conduct of informational gatherings, focus groups, home or school visits or other events; may be required to shadow a senior CHW at events and to be trained in group facilitation or other topics;
- May be required to conduct Body Positive Wellness trainings in community centers and other venues;
- Flexibility to work on weekends or evening occasionally. Flexibility to travel around the Rio Arriba County on occasion.
- Organizes community health fairs and other events for the purpose of providing services to the public such as registration in a medical home, Emergency Room Use education, medication reconciliation, benefits enrollment, vaccination or other services.
- Assists clients or members of the public in their homes, community or clinic setting. Helps clients/members of the public to access vaccinations for COVID or other illnesses; may also identify socio-economic issues that affect their overall health and develop health/social management plans and goals.
- Documents all encounters and advocacy on behalf of clients or members of the public; maintains comprehensive electronic client files, which include client notes, release of information, and vaccination records, and may include assessments, and other medical documents acquired on behalf of the client. Documents vaccinations, activities, service plans, and outcomes achieved by the client in the manner required by the department.
- Educates client on the proper use of the Emergency Room, and provides information for alternatives, assisting them to register with a primary care “medical home” if needed. Follows up to insure the client is assigned to a home.
- Continuously expands knowledge and understanding of community resources and services.
- Works collaboratively and effectively as part of a team. Establishes positive, supportive relationships with participants, providing and accepting feedback to and from other members of the team. Builds and maintains positive working relationships with clients, members of the public and partner agencies.
- Travels within assigned district to events, clients’ homes, schools and agencies as needed.
- questions regarding clients.
- Will reach out to for all questions regarding clients or the job, and to clinical supervisor for all difficult questions regarding clients.
- Will master Pathways system if required including individual outcome measures and tracking of outcomes.
- Participates in individual and group clinical supervision including at least 6 hours of group supervision and four hours of individual per month.

- Organizes community vaccination or other health related events in conjunction with a more senior CHW.
- Assists clients or members of the public in their homes, community or clinic setting. Helps clients/members of the public to access vaccinations for COVID or other illnesses; may also identify socio-economic issues that affect their overall health and develop health/social management plans and goals.
- Performs other duties related to area of responsibility and as assigned by the Department Director/Supervisor/Designee.
- Conducts community outreach for LEAD locating clients who have fallen out of service and assisting them to return to their case manager;
- Performs client intakes: explaining services and program requirements and obtains client background information;
- Conducts case management assessments in conjunction with a clinician;
- Performs client intakes explaining services and program requirements and obtains client info; enters information into Virtual Patient Record (VPR).
- Interviews clients to discuss assessment findings;
- Creates service plan;
- If indicated, refers client to appropriate services or else conducts warm hand-off to daytime LEAD case manager;
- Follows up with service providers to ensure client enrollment when required;
- Documents client progress with regard to service plan using VPR;
- Collaborates with other community providers on projects aimed at increasing service access;
- Provides direct services to home-based individuals when required including but not limited to home visits, and home inspections for housing applications.
- Periodically revises service plan and updates client file when required;
- Maintains appropriate client records;
- Files all required paperwork, weekly itinerary, and monthly reports with supervisors in a timely fashion;
- Coordinates and takes part in community outreach forums, presentations and seminars.
- Performs other duties related to area of responsibility and as assigned by the Department Director/Supervisor/Designee.

Knowledge / Skills:

- Ability to complete necessary and required documentation in a timely fashion.
- Basic understanding of the complex nature of substance use and mental health disorders.
- Ability to work with the health care system
- Familiarity with data collection and data management.
- Ability to speak and relate to clients in a way that makes them feel comfortable

*P.O. Box 127 * Tierra Amarilla, New Mexico 87575 * Phone (575) 588-7254 * Fax (575) 588-7810*

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- Some understanding of interventions used to treat substance use and mental health illnesses
- Ability to act in an independent and conscientious manner using sound judgment.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of community health providers
- Ability to apply innovative solutions to systematic barriers faced by RAC clientele.

Minimum Qualifications

- High school diploma or GED from an accredited institution
- Any combination of college level education adding up to one year in nursing, psychology, sociology, counseling, social work or any other health related field;
- Three (3) years experience working with the public;
- At least three years experience working with diverse cultures;
- Knowledge of basic interview techniques;
- If applicable have at least two years sobriety for applicant in recovery, as well as active current participation in a personal recovery program;
- Must establish a valid National Provider Identification (NPI) Number within one month;
- Valid New Mexico Driver's License or Identification;
- Ability to communicate both orally and written in the English language;
- Ability to use Electronic Health Record;
- Ability to maintain good working relations with associates;
- Ability to think logically, analyze and recommend course of action;
- Meets the qualification and is willing to become a Promotora III/Community Health Worker.
- Successful completion of thorough background investigation. Prior felony convictions must be disclosed prior to hiring.

Working Conditions:

Work is performed in both a professional office environment and within the community with a moderate noise level, often working under stressful conditions and for extended periods of time promotora(in the evening). Work is performed in both facilities within Rio Arriba County offices and at referral site location with primary functions split between the office and referral site. This position is routinely exposed to Visual/Video Display Terminal (VDT) and extensive personal computer and phone usage. Evening and weekend work outside of normal business hours may be required as well as travel and attendance at meetings. Must be available for planned and emergency maintenance and to provide customer support for enterprise computing and software environments and in the event of County emergencies.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

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- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team-oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Working Conditions for individual positions in this classification will vary based on each departments' utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Conditions of Employment:

Successful completion of thorough background investigation. Must pass a pre-employment drug screening and MVD check. Employees must comply with the safety guidelines of the county and follow the HIPPA Guidelines Manual - Policies and Procedures. Must possess and maintain a current driving course certificate from Rio Arriba County or must pass and receive a defensive driving course certificate within thirty (30) days of the date of hire as a condition of continued employment.

Please send an e-mail with your Letter of Interest, Resume and [Job Application](mailto:JobApplications@rio-arriba.org) to JobApplications@rio-arriba.org