

South Heartland District Health Department

Job Description

TITLE: Community Health Worker (CHW)	OCCUPATION: Public Health Administration
POSITION STATUS: Full-time or Part-time, Regular	FLSA STATUS: Non-Exempt
WAGE RANGE: Entry \$16.69, Midpoint \$22.36	DATE: March 6, 2026
REPORTS TO: CHW Supervisor or Project Supervisor	APPROVED BY: Michele Bever

QUALIFICATIONS:

GENERAL: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and in a manner that is consistent with professional development standards of ethical conduct. The requirements listed below are representative of the knowledge, skill and/or ability required.

QUALIFICATIONS/EXPERIENCE: Must have a High School Diploma or GED. Prefer lived experience (e.g., as an older adult, veteran, rural family, ethnic minority, or as part of another underserved community) with barriers to care (geographic location/transportation, affordability, uninsured or underinsured, etc.). Experience leading groups and/or previous experience as a lay health advisor or community health worker preferred.

CERTIFICATION, LICENSES, REGISTRATIONS:

- Community Health Worker Certification from an approved program, desired. (SHDHD will support this training)
- Interpreter Certification from an approved program, desired for bilingual positions. (SHDHD will support this training)
- Valid Nebraska driver’s license, vehicle and safe driving record required.

CONDITIONS OF EMPLOYMENT:

- Must comply with organizational and departmental policies and procedures and various laws and regulations.
- Must possess a valid Nebraska driver’s license.
- Must successfully pass a background check.
- Must possess demonstrated ability to relate to individuals and families of varied ethnic and cultural backgrounds, ages, and economic circumstances.

JOB SUMMARY: Under direct supervision of a CHW Supervisor or Project Supervisor at SHDHD, this position may be embedded with a partner healthcare or community-based organization to conduct outreach and navigation activities for individuals and families in the South Heartland four-county service area. The position will be responsible for establishing linkages and partnerships, facilitating communication between community services, and utilizing a referral platform for community resources. Specific roles could include assisting with one or more of the following: facilitating individual and family connections to community resources and health services; conducting health screenings and assessing for social drivers of health (SDOH) to understand and reduce social needs, health risks and barriers to care; providing education, outreach, and/or lifestyle coaching for chronic disease prevention and self-management, mental wellbeing, environmental risks, etc.; promoting healthy lifestyles and reduction of risk factors with health education and outreach activities focusing on rural and under-served communities. This position will support community efforts through education, advocacy, and problem solving.

PRIMARY JOB DUTIES may include a combination of the following activities:

- As a client advocate, the CHW builds trusting relationships with families through general support and encouragement, enabling the CHW to serve as liaison/link between health/social services and the community, while removing barriers that prevent community members from accessing certain health and social services. Listens, identifies needs, and serves without judgment.
- Coordinates individual and family participation in health and social services programs, helping with navigation of the healthcare system and providing social support as well as culturally and linguistically appropriate services to clients.
- Communicates with community members through a variety of methods, with emphasis on interactions within the home or community environment, conducting intake interviews, including enrolling and/or referring clients into health department programs.
- Empowers the community through knowledge delivery and skill-building. Plans, prepares and implements projects/procedures for effective community outreach and enrichment. May assist in facilitating workshops, events and other outreach functions.
- Collaborates with other agencies (local businesses, faith-based organizations, health care providers, social service agencies, government offices and other community resources) in making appropriate referrals such as serving as a bridge to help community reentrants and other clients connect to community health/social supports.

- Assures patients/clients obtain appropriate and timely services by making referrals, motivating and teaching people to seek care, teaching the importance of and assisting in set-up of follow up appointments, and coordinating care with other health provider personnel.
- Participates in regularly scheduled team or coalition meetings; is prepared to share both successes and opportunities for improvement with outreach activities and other responsibilities.
- Completes initial peer education and/or community health worker education training, including use of the data and client management tools (e.g., FindHelp or 211, electronic health records) for assessments and referrals to resources, and demonstrate competency. Completes additional training for a variety of CHW skills and program competencies.
- Educates and raises awareness of disparities in underserved groups, including racial/ethnic minority populations. Supports on-going assessment of health needs and priorities among underserved populations within the four county area.
- Identifies community educational needs of underserved populations. Designs and develops health education and informational materials, training aids and presentations. Makes oral presentations to other staff, local agencies, worksites and the community. Practices and promotes health literacy.
- Understands and uses proven (evidence-based) strategies to address health disparities.
- Assists with development of Community Health Worker capacity in the district, including identifying resources, promoting and participating in bi-directional referral, identifying other CHWs and their skills and training needs, promoting standards and certification, and participating in state-wide CHW initiatives.
- Assists with CLAS standards training for SHDHD staff and area health providers. Assists in identification or development of Cultural Competency training for delivery to SHDHD staff and area organizations.
- Serves as an information resource for health information in the four-county area as established by the goals and objectives developed by the South Heartland District Health Department. Represents SHDHD at community events, health fairs and other types of events
- Collects data to help identify community health needs and, in turn, uses that data to conduct outreach for the Health Department to implement programs in the community that promote, maintain, and improve individual and community health.
- Participates in continuous quality/performance improvement processes: participates in training and education opportunities to maintain and improve proficiency and effectiveness, incorporates new learning into daily work, and gathers data to identify areas for improvement and monitor progress and success.
- Responds to emergencies. As directed by supervisor, participates in disaster support, communicable diseases, outbreaks, and investigations, in whatever role designated. Works with communities to provide support in areas of need. Assists with planning, consulting, interpretation/translation, investigating, and providing technical assistance.
- Provides accurate, complete and timely documentation of work activities and program data /statistics; prepares reports and summaries as requested.
- Promotes services and programs at SHDHD.
- Works toward meeting the Core Competencies of Public Health (listed below).
- Other duties as assigned.

SCOPE OF AUTHORITY: This position does not have supervisory responsibilities.

FINANCIAL: Work within limitations of program budget, being mindful of the need for cost-effective use of resources. Provide data as requested to support financial reporting. Prepare reports and gather documentation for timely program invoicing and program accountability.

ACCOUNTABILITY: Utilize and incorporate professional standards of practice criteria and guidelines into program development, implementation, and evaluation. Participate in the process of continually improving quality and performance. Provide accurate and timely data, records and summary reports for reporting to the Board of Health or as required by program grants or contracts.

SECURITY/ACCESS: This employee will be issued picture identification and will understand and comply with agency security/access policies and procedures.

EXPOSURE TO HAZARDS: Characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and environmental temperature levels in the work environment are normal/moderate. Although universal precautions will be encouraged, there may be a slight risk that the employee can be exposed to a communicable disease or an unsanitary environment during the course of work activities. While performing the duties of the position,

the employee may be occupationally exposed to outside weather conditions. The employee may need to drive in inclement weather and must have the ability to navigate out-of-town travel. The employee will be exposed to a variety of environments when visiting business sites such as high noise levels, dust and pollution for short periods of time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to maintain confidentiality.
- Ability to listen, read, comprehend, and effectively communicate information both written and orally to all individuals.
- Ability to carry out written and oral instructions.
- Knowledge of public health principles and techniques, basic sciences; knowledge of related cultural, social, and economic forces in family and group relationships. Knowledge of community health and welfare resources.
- Ability to apply professional public health principles, techniques, and basic sciences in homes and the community.
- Knowledge of available resources and organizations, including behavioral, psychosocial, medical, social and health services programs.
- Ability to exercise judgment in the application of professional services.
- Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners.
- Ability to maintain an objective attitude and maintain a calm, supportive demeanor when working with community processes and individuals.
- Ability to gather, organize and analyze a variety of information.

IDENTIFIED SKILL SETS:

- Strong written and oral communication skills, including motivational interviewing skills.
- Excellent organizational and planning skills.
- Critical thinking and problem-solving skills.
- Ability to comply with work plans, reporting requirements, timelines and budgets per grants/contracts and SHDHD policies and procedures.
- Ability to exercise judgment in the application of professional services.
- Excellent interpersonal skills: Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners.
- Ability to maintain an objective attitude and maintain a calm, supportive demeanor when working with community processes and individuals.
- Equipment. Responsible for proper use and operation of supplies and equipment including but not limited to: telephone, laptop computer, printer, copier, and fax machine.
- Computer Literacy. Ability to operate a personal computer and utilize a variety of software programs including word processing, database management, desktop publishing, social media platforms, and e-mail.

PHYSICAL/CRITICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; walk, stand, and drive; use hands, fingers to handle or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk short distances, stoop, kneel, crouch or crawl, or demonstrate physical fitness activities. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move 30+ pounds. Specific vision abilities required include those of close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

SCOPE OF CONTACT WITH CLIENT POPULATION AND PARTNERS: In the course of performing the duties of this job, the employee may encounter volunteers, board members, and interested/impacted individuals from preschool to the geriatric age group, from varying cultural and ethnic backgrounds, from diverse regional locations, and from differing service-related sources. Must be knowledgeable and sensitive to the needs of vulnerable and at-risk populations and to issues about trauma and its effects; communicates the importance of trauma to others, and supports trauma-informed changes, health literacy and CLAS standards in service delivery. This position may be embedded within a community partner organization and must be able to work collaboratively within the partner organization's structure.

IDENTIFIED CORE COMPETENCIES OF PUBLIC HEALTH:

Tier 1 – Front Line Staff/Entry Level. Tier 1 competencies apply to public health professionals who carry out the day-to-day tasks of public health organizations and are not in management positions. Responsibilities of these professionals may include data collection and analysis, fieldwork, program planning, outreach, communications, customer service, and program support. (from: Core Competencies for Public Health Professionals, Council on Linkages, 2021).

There are 8 domains of public health competency: Data Analytics and Assessment Skills, Policy Development and Program Planning Skills, Communication Skills, Health Equity Skills, Community Partnership Skills, Public Health Sciences Skills, Management and Finance Skills, Leadership and Systems Thinking Skills. Upon hire, new employees will complete a self-assessment of core competencies and, if needed, will work with their supervisor to develop a plan for core competency development that will support their specific position.

I have read the above job description and agree to carry out the responsibilities described therein.

Signed: _____ Date: _____

Director: _____ Date: _____