



# COMPREHENSIVE CARE FOR Older Adults with HIV

## JOB DESCRIPTION: Community Health Worker

### Description

The Community Healthcare Worker (CHW), who serves as a patient services coordinator, plays a crucial role in the delivery of healthcare services. The incumbent serves as liaison for patient care activities in the practice and ensures quality patient care before, during, and after patient visits. The CHW helps educate patients on their care plans and coordinate services with providers across a range of specialties, and out-patient services diagnostic testing facilities. They oversee a caseload of patients and acts as the primary liaison between the patient and the program to which they are assigned. The CHW is responsible for implementing the comprehensive care plan to each patient as determined upon enrollment in the program. They ensure that the patient is connected to prevention, treatment and ancillary services, and also ensures that the patient adheres to the established plan of care.

### Duties and Responsibilities

- Works cohesively with the Geriatrics and Palliative Care providers to facilitate patients' care plan by participating in daily huddles/monthly case discussions, interdisciplinary team meetings, facilitating appointments, and coordinating information and continuing care requirements.
- Collaborates with other clinical staff, to resolve issues impacting patients' care progression. Assists patients and families in understanding of their health, healthcare, illnesses, and in navigating the healthcare system.
- Helps patients/families focus on specific health care goals related to improving their health.
- Monitors and updates dashboard with reminders and alerts, to organize daily tasks such as: visit status reminders, follow-up appointments, authorizations for medical review, coordination of specialty appointments and resolving billing errors. May document in the electronic medical record and other electronic systems as required.
- Contact insurance carriers for patients' pre-certification; consults with Department/Practice Manager with respect to patients' needs or addressing escalated issues.
- Liaise with clinical team, patients and clinical staff to connect patients with relevant internal/external resources.
- Provides recommendation for process/service improvement to promote patients satisfaction and address issues.
- Facilitate the review and responses of patient grievances, including conducting investigations (including interviews) to fully understand patients' needs and concerns, and collaborate with clinical staff to resolve issues.
- Delivers monthly or weekly or more frequent health education encounters.
- Perform services across other programs, including those related to research or clinical projects, as required.

### Qualifications

- Education: Bachelor's Degree
- Experience: 3 Years Healthcare or Customer Service

### Hiring Guidance

- Work with Human Resources to ensure a job description is available or can be created and approved.
- Clarify timeline of hire as much as possible so that you may communicate it to interested candidates.
- Advertise through major hiring website (e.g. healthjobsnationwide.com, indeed.com).
- Reach out to local home health and supportive services agencies.
- Reach out as well to HIV community services agencies.