

**DONA ANA COUNTY  
JOB DESCRIPTION**

**POSITION TITLE:** Community Health Worker (Promotora)    **PAY GRADE:** B22

**DEPARTMENT:** Health and Human Services

**FLSA:**  Exempt  Non-Exempt


**REPORTS TO:** Designated Coordinator


**LEAD:**  Yes  No

**BARGAINING UNIT:**

**SUPERVISOR:**  Yes  No

**APPROVED:**

  
\_\_\_\_\_  
Department Head

  
\_\_\_\_\_  
Human Resources Director

4/2/14  
\_\_\_\_\_  
Date

4/2/14  
\_\_\_\_\_  
Date

**I. PURPOSE SUMMARY.**

Community Health Workers (CHWs) work in association with the local health care system to bridge the gap between providers and underserved populations in need of care. CHWs provide culturally appropriate health education and information to assist people in receiving the care they need.

**II. ESSENTIAL DUTIES**

**A. Health Education**

1. Delivers community based, culturally appropriate health programs that effectively target and address the health and lifestyle risks.
2. Conducts and provides prevention education and resources or health education activities in settings such as schools, worksites, and community centers
3. Stays up-to-date on knowledge of health promotion and service area of communities
4. Assists with coordinating and implementing grant-related programs and community resource center activities.
5. Refers residents to various agencies and community resources and tracks referral status.
6. Assists individuals and families in understanding, accepting and following through with financial assistance, medical and social service referrals.

**B. Outreach Programming**

1. Facilitates/coordinates meetings or focus groups to gather feedback on program activities and identify priorities
2. Serves as an advocate for families to promote navigating the healthcare and social services system or to increase access to services.
3. Responsible for recruiting residents to participate in outreach activities and promote visibility of the department.
4. Develop and implement recruitment plans to increase adult and youth participation and attendance at department events.
5. Recruits, trains and coordinates volunteers to assist with the programs and operations for department events.

6. Distributes community based tools such as surveys and assessments
7. Works with other agency or coalitions to identify resources and establish a clearing house at Resource Centers that will provide referrals and/or satisfy requests for health information.
8. Maintains good working knowledge of activities in the U.S./Mexico border, community trends and/or emerging contextual issues as they may affect assigned operation areas.

**C. Communication**

1. Meets with the program staff and supervisor on a regular basis.
2. Works within a multidisciplinary team members of the Outreach and Education Staff and other HHS staff
3. Represents the department programs at meetings or conferences as requested by the division manager
4. Assists with the development media messages and campaigns as appropriate
5. Facilitates the prompt and accurate submission of information reports or data as required by funding agencies and division manager
6. Composes correspondence, reports, spreadsheets, requisitions and other documents.
7. Completes necessary administrative forms for accurate and complete data collection.

**III. ADDITIONAL DUTIES.**

1. Position requires, on occasion, work beyond normal business hours and/or extended hours, nights and weekends.
2. Performs other duties as assigned.

**IV. QUALIFICATIONS.**

**A. Education.** High school diploma.

**B. Experience.** Four years full time experience in health care, health promotion, outreach, education, or community and customer service activities. Bilingual (English/Spanish) is required.

**C. Education/Experience substitution.** In accordance with County policy.

**D. Licenses/Certifications.** Must have or be able to acquire a valid Driver's license. Promotora, child development or other health related certified training, certification or education is preferred.

**E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** Must pass background check and maintain a current driver's license.

**1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:**

**Must have knowledge of:** of Doña Ana County colonias, villages and overall population and community resources and networks including a demonstrated understanding of the ethnicity, language, socioeconomic status and life experiences of populations in those communities; activities related to the development of youth engagement; community-based education principles; and organizational and consensus building skills.

**Must have skills to:** Operate general office and computer equipment and using software including Microsoft Word; maintain accurate records; facilitate focus groups or classes; promote and organize meetings and classes.

**Must have ability to:** Effectively communicate verbally and in writing in both English and Spanish; develop collaborative partnerships, utilize referral networks within local health care system, maintain confidentiality, and motivate people to engage in healthy behaviors.

**2. FREEDOM TO ACT.**

Work is performed under general supervision of the community outreach coordinator.

**3. GUIDELINES AND JUDGMENT.**

Employee must be able to independently direct and carry out the assignments as delegated within the allotted timeframe.

**4. PHYSICAL DEMANDS.**

The work is sedentary, typically requiring the employee to sit comfortably to do the work. There may be some walking, standing, bending, carrying of light items, or driving an automobile. Must be able to reliably and consistently move between work-related sites within the County. The employee must have the ability to frequently move or re-position up to 10 pounds of materials or objects, occasionally fifteen (15) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to focus.

**5. WORK ENVIRONMENT.**

The work area is adequately lighted, heated, and ventilated, and involves everyday risks or discomforts that require normal safety precautions and safe work practices.

**6. SUPERVISORY RESPONSIBILITY.**

None

**V. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by:

\_\_\_\_\_

*Employee*

\_\_\_\_\_

*Date*