



**Certified Community Health Worker (CCHW)**

DEPARTMENT:	Amador Recovery	DATE:	08/15/22
STATUS:	Non-Exempt	REPORTS TO:	Recovery Director
PROFILE PERFORMANCE SOURCE:	Paraprofessional Community Support Worker	DIRECT REPORTS:	None
SCHEDULE:	FTE: 20-40 hours Monday - Friday	Part-time or Full-time status is negotiable	

**About the Company**

The Amador Health Center is a non-profit, federally qualified health center (FQHC) on the Community of Hope campus in west Las Cruces. It serves homeless, migrant, immigrant, drug-dependent, justice-involved, LGBTQ, and indigent populations along with other disadvantaged groups. The health center offers comprehensive, integrated services for medical and behavioral health care.

**Position Summary**

The employee will work as a team member for recovery support services with substance use disorders (SUD) based on the three program “pillars” of medication, counseling and case management with the guiding philosophy that there are multiple pathways to successful, sustained recovery for a better quality of life. The incumbent in this position will not have an assigned caseload when employment begins; rather he/she will assist clients assigned to other staff.

The Community Health Worker (CHW) is responsible for providing services that support consumer centered and consumer driven recovery toward self- sufficiency including efforts to engage persons in achieving their hopes, dreams, and goals. The target population is persons with substance use disorders (SUD) related to alcohol, opioids, and/or methamphetamine and persons with co-occurring conditions of serious mental illness (SMI).

**Major Activities & End Results**

Under the program supervision of the Recovery Director with clinical supervision by a licensed independent behavioral health clinician (LPCC, LCSW) and given the consumer’s identified areas of concern (i.e., independent/community living, education/learning, work/employment, socialization/relationships, leisure/recreation), the CHW assists and/or collaborates with the program participant to achieve his/her Individualized Service Plan (ISP) goals.

**Position Details**

The Community Health Worker (CHW) will support care management/care coordination efforts by providing telephonic and in-person support to patients with a chronic condition of a physical, addiction, and/or mental health nature. The in-person support may be in the office, clinic, or field; field support via home visit or video visit.

The CHW will work with the program participant and members of the Amador healthcare team to identify and reduce barriers to accessing and remaining in care and to improve the use of client’s strengths/abilities to have beneficial outcomes of care. The CHW may focus on enabling services, such as case management and transportation, that address the social determinants of health, especially housing, language/literacy and legal/financial challenges, that may impact the client’s health status and recovery progress.

The CHW will utilize age, gender and culture appropriate methods to engage and empower clients for greater self-care, especially regarding medication adherence, healthy habits, and relapse prevention.

The CHW may collaborate with other primary care and behavioral health providers when the client receives healthcare and health-related services not at the Amador Health Center.

The CHW may be involved in mobile clinics and outreach or satellite events to better serve at-risk individuals and families.

The CHW will be assigned primary job functions as noted above and may be assigned the following and other secondary job functions as client caseload, team staffing, and program priorities vary or change.

The CHW may contribute to office operations by assisting in client inquiries, registration, appointments, and orientation. These activities may include covering the [Amador Helplines](#) as needed.

The CHW with appropriate training and supervision may offer harm reduction services such as syringe disposal/exchange and naloxone/Narcan education and distribution.

The CHW with appropriate training and supervision, may monitor vital signs (i.e., blood pressure, pulse, temperature, weight) and may collect, read, and report urine or oral specimens for substance use screenings related to alcohol and/or drugs.

The CHW may assist with targeted intensive case management of limited duration or scope to work with clients who are absent, lapsing or not adhering to treatment plans (i.e., medication, therapy). This case management may include supervised dosing (directly or video observed therapy, DOT/ VOT) and administering assessment surveys/questionnaires as needed.

### **Job Requirements**

- Adhere to dress code, appearance neat and clean for business casual attire
- Complete initial and annual education requirements related to compliance in workplace
- Maintain patient confidentiality at all times
- Report to work on time and as scheduled
- Wear/display identification while on duty
- Maintain or adhere to regulatory requirements, including all local, state, and federal regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate and demonstrate the mission, values/ethics and goals of the organization in job performance
- Participate in performance improvement and continuous quality improvement activities
- Attend regular staff meetings and in-services

### **Qualifications**

- A high school diploma or equivalent, an Associate Degree preferred
  - Personal computer competencies in Microsoft Office applications and for electronic health record (EHR)
  - Able to operate office equipment such as a copier, fax, scanner, and printer
  - A minimum of two years' direct work experience with persons having behavioral health issues or problems
  - Must have state driver's license where resides, liability insurance, and reliable personal vehicle for field assignments
  - Bilingual in English and Spanish preferred
  - Experience with navigation of local medical and social service systems preferred
  - State certification as a Community Health Worker preferred but not required
- Note: a NM Certified Peer Support Worker (CPSW) may also apply for this position.*

### **Knowledge, Skills, and Abilities**

- Knowledge of community health services and referrals resources
- Knowledge of addiction processes, prevention, intervention, and treatment
- Skill to work comfortably and competently in other settings outside the Amador Health Center
- Skill with self-study for continuing education related to job
- Ability to communicate and work with a wide range of constituencies in a diverse community
- Ability to work independently, exercise initiative and creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients/clients, including crisis intervention and de-escalation circumstances
- Ability to educate, engage and empower clients for improved health and wellness
- Ability to contribute to team cohesion and unity and work smoothly with other Amador department work units

### **Physical Requirements and Environmental Conditions**

- Working occasional irregular hours (i.e., outside normal business hours) including on-call hours if/when assigned
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

### **How to Apply:**

Online with Indeed.com or submit **letter of interest** and **resume** to [Help@amadorhealthcenter.org](mailto:Help@amadorhealthcenter.org)

**Salary will be commensurate with local wages, as well as experience and education.**

**All job offers are contingent upon criminal background check, references, pre-employment drug screen and COVID-19 testing & vaccination/booster**