

## **Position: Community Health Worker Administrative Supervisor**

### **Position Summary:**

The Community Health Worker Administrative Supervisor serves as a member of the Family Support Services team, assisting with the coordination of community health care systems and resources to provide culturally and linguistically appropriate services with the goal of providing a seamless model of access and care that benefits the patients and family members based on their individual needs. In addition to completing work involving determination of client eligibility for HMS sliding fee, Medicaid, Medicare, Insurance Exchange, Social Security, and other insurance/safety net programs. CHW Administrative Supervisor administratively oversees FSS Care Team Coordinators, and Outreach and Enrollment Specialists (also known as Community Health Workers).

### **Community Health Worker Duties:**

- Ensures understanding of the Patient-Centered Medical Home (PCMH) model to patients.
- Advocates or facilitates patient access to health care, specialty care or second opinions; assists in coordination of care under the direction of the primary care provider to meet the patient's goals.
- Identifies the patient's oral and written communication needs, including the patient's preferred language for discussing health care with interdisciplinary team.
- Under the direction of the interdisciplinary team, educates and assists the patient with self-management tools and techniques based on the patient's planned outcomes.
- Under the direction of the Chief Support Officer, receives oversight from the Quality Coordinator (RD/CDE) to provide diabetes, and health and wellness education.
- Determines initial and continuing eligibility of clients for HMS sliding fee, Medicaid, Medicare, Insurance Exchange, Social Security, and other insurance/safety net programs according to federal and state standards.
- Assists the patient's application process for medication assistance.
- Encourages patients to follow clinical guidelines for care management by, reminding patients of appointments, coordinating non-clinical services and maintains appropriate documentation of patient contact.
- Follows up on patient referrals.
- Reviews Electronic Health Records to assure health needs are met in accordance to clinical guidelines.
- Explains and interprets specific program policy, procedures, and rules governing public assistance programs to clients and other individuals; assists individuals in completing application forms for programs, requiring extensive public contact both in person and by telephone; and ensures timely processing of applications.
- Maintains complete and accurate computerized and/or paper records of client eligibility and prepares reports as required.
- Assists individuals in utilizing the resources within HMS and throughout the community.
- Conducts outreach in the community to inform members of the community about HMS sliding fee, Medicaid, Medicare, Insurance Exchange, Social Security, and other insurance/safety net programs.
- Under the direction of the Chief Support Officer, Provides community education individually and in groups.
- Performs miscellaneous job-related duties as assigned.

### **Provision of Administrative Supervisor Duties:**

- Under the direction of the Chief Support Officer, performs professional work in developing, planning, organizing, and coordinating services within the FSS department.
- Manage schedules, sign timesheets, and leave requests of all Care Team Coordinators and Outreach and Enrollment Specialists (aka Community Health Workers), ensuring coverage when staff are out on leave.
- Ensure staff is compliant with state and federal regulations.
- Attend monthly HMS Management meetings.
- Under the direction of the Chief Support Officer, provide support with program grants oversight and invoicing.
- Provide bi-weekly, documented, supervision with staff.
- Review staff documentation within all databases, to ensure timely and accurate completion of notes.
- Conduct interviews and facilitate onboarding and training of new hires.
- Complete monthly reports.
- Manage day-to-day needs of CHW staff.

### **Patient-Centered Medical Home**

- Participates in care team meetings and participates in follow up
- Provides a bridge between patients and their healthcare team
- Provides support and coaching for patient/planned care teams
- Works with team members to provide support to patients with chronic diseases
- Assists in outreach calls for health maintenance issues and chronic disease management
- Participates in community-based health fairs and outreach
- Works closely with patients and their planned care teams to facilitate community connections and access to range of psychosocial resources both within and beyond immediate network
- Performs a wide range of functions while safely, effectively, and efficiently supporting patients to address their personalized health goals
- Includes direct interface with patients and members of site based care teams with the purpose of facilitating access to resources and removing barriers to social supports that facilitate patient health and safety
- In the context of a supportive, short-term, problem solving relationship with patients effective resource utilization will improve patient experience of care, promote population health and wellness and ensure patient engagement and empowerment

### **Minimum Qualifications:**

High School Diploma or equivalent.

Will be required to complete job specific training within one year of employment. An eligible candidate without a high school diploma will be required to obtain a GED within one year of employment.

Must obtain State PE determiner certification within 90 days of hire to enroll patients in Medicaid programs.

Must obtain Federal Healthcare Guide certification within 6 months of hire to enroll patients in NM Health Exchange programs.

**Preferred Qualifications:**

Associate's or Bachelor's degree

**Required Skills:**

Bilingual English/Spanish Preferred

Language Requirement: English

The CHW Administrative Supervisor will have the skills and knowledge to communicate with the patient and staff in a manner that meets their oral and written communication needs.

Self-directed, detail oriented, and able to organize and manage multiple tasks/projects simultaneously.

Demonstrated skills in verbal and written communication.

Ability to promote and build teamwork and multidisciplinary care concept.

Candidates must be excited by the opportunity to provide a genuine public service.

Must be a self-initiating and adaptable with ability to communicate to a variety of staff members.

Must have a working knowledge of Microsoft Office, Word, and Excel. .

Must exercise excellent judgment.

Must have the ability to maintain effective working relationships with all employees.

Must be able to work individually or a part of a multidisciplinary team.

Must be able to meet deadlines.

Must have excellent customer service skills.

Must maintain a high level of confidentiality.

Must be able to work well under pressure and with minimal supervision.

Must have a valid driver's license and current automobile insurance as required by law.

Must maintain a clean driving record.

**SPECIAL REQUIREMENTS**

Must be able to use personal vehicle over course of employment as needed. Must submit to HMS required background check, TB screen and drug/alcohol testing.

**TO APPLY:**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-247-6036