



Northeast Nebraska Public Health Department

Job Description: Community Health Worker

Position Purpose: This position is a frontline public health worker responsible to assist the Northeast Nebraska Public Health Department (NNPHD) staff to identify and develop a stronger working relationship and understanding of specific populations within the health department service area of Cedar, Dixon, Thurston and Wayne Counties. CHWs are trusted members or have a strong understanding of the community to be served. This enables the worker to serve as a liaison/link/intermediary between the community to be served and the health and social services system. The CHW works to improve the quality of services and serves as a bridge from the community to the system in an effort to promote health.

Position Classification: Non-exempt, Full-Time, Regular

Immediate Supervisor: Section Coordinator but may also assist other NNPHD staff as needed.

Work Location: Work is generally carried out in both a standard office environment and in the community.

DUTIES AND RESPONSIBILITIES: As directed by supervisor:

1. Identify and help secure potential community locations for community-based outreach, classes and education sessions.
2. Identify and help forge relationships with communities, local businesses, and residents.
3. Assist in planning and implementation of community-based classes/education sessions, presentations, health fairs, services, etc. as requested or as needed by the program guidelines.
4. Assist with outreach and education activities as approved or requested by supervisor.
5. Provide feedback on the processes and materials used for the community-based events.
6. Assist with access to primary health care, health insurance, and related community resources for program participants as needed.
7. Able to use technical supports (e.g. Language Line, etc.) for interpretation or translation to ensure effective communication when bilingual skills are not available.
8. Be a client advocate.
9. Complete forms and submit all required data on time, according to program requirements.
10. Attend and participate actively in team meetings or other agency meetings as required.
11. Perform other duties as assigned.
12. Provides general office support when needed.
13. Will obtain knowledge and experience with the organizational structure, programs, operations and terminology of the public health department.
14. Displays ability to interpret policies and procedures in order to assist service to the public.
15. Attendance and/or assistance at NNPHD sponsored and partner activities in the community as requested.
16. Maintains confidentiality of all Health Department client, personnel, and program matters.
17. Assists staff to distribute flyers and other materials as requested.
18. Perform quality work within deadlines with or without direct supervision.
19. Interact professionally with other employees, professional colleagues, Board of Health members, local, state and federal government officials and the general public.
20. Work effectively as a team contributor on assignments.



21. Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
22. Capable of demonstrating good decision-making skills that are in the best interest of safety, fairness and integrity for the common good and according to NNPHD Code of Conduct and Public Health Ethics.
23. Participate in public health emergency response preparedness, planning and response activities as requested by supervisor.
24. Honor NNPHD as a Drug-free work environment.
25. Follow NNPHD policies and procedures; local, state and federal program rules and laws.
26. Performs other duties as assigned.

Qualifications:

- A. Demonstrate cultural competency.
- B. Ability to carry out written and oral instructions.
- C. Demonstrate awareness of and ability to understand benefits of available resources including medical, behavioral, psychosocial and health services programs.
- D. Knowledge of and skill in obtaining a health history and performing screenings sufficient to determine if there is any deviation from normal, as applicable based on training and appropriate delegation of such activities by NNPHD Nursing Supervisor.
- E. Able to work as part of a team including demonstration of the qualities of compromise and tolerance for differences as well as the ability to identify strengths and appreciate the contributions of others.
- F. Able to work with a high degree of independence, including good judgment and problem-solving skills to identify when further consultation is needed.
- G. Proficient verbal and written skills in English. Bilingual skills in Spanish or other language of the communities served is preferred.
- H. Ability to interact in a nonjudgmental way with people from a variety of socioeconomic and cultural backgrounds.
- I. Motivated to improve the health of the community.
- J. Commitment to the goals of NNPHD vision, mission and programs.
- K. High school diploma, GED or demonstration of equivalent knowledge and experience.
- L. Ability to use general office equipment including but not limited to telephone, computer, printer, copier, and fax machine.
- M. Residence in the geographic communities to be served is preferred but not required.
- N. Mature adult, age 18 years or older.
- O. Must be able to work a flexible schedule, some evenings and weekends are necessary.
- P. Ability to establish and maintain effective working relationships with organizational leadership, co-workers, outside agencies, clients, patients, vendors and the public.
- Q. Ability to maintain organizational systems (i.e. filing, data spreadsheets, etc.).
- R. Ability to handle confidential information with discretion and in accordance with confidentiality policies.
- S. Able to use Microsoft Office programs, specifically Outlook, Excel, Word, Access, and Publisher.
- T. Demonstrates accuracy and thoroughness.
- U. Adapts easily to change in the work environment.
- V. Consistently present and on-time at work.
- W. Observes and follows safety procedures and precautions and uses materials and equipment properly.
- X. Education: High school diploma or GED.



- Y. Valid Driver's License
- Z. Must portray professional appearance and behaviors.

Employee Acknowledgement Signature: _____

Printed Name: _____

Date: _____

NNPHD Supervisor Signature: _____

Printed Name: _____

Date: _____