

POSITION DESCRIPTION

Department: Lake Chelan Health Clinics Title: Community Health Worker (CHW)	
Date Created: 11/15/2025 Next Review Date: 11/15/2027	Reports to: Practice Manager Approved by: <u>Marcus Miller</u> Marcus Miller (Dec 17, 2025 09:34:20 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly

POSITION SUMMARY

The Community Health Worker (CHW) is responsible for helping patients and their families navigate the healthcare field, access community services, other resources, and adopt healthy behaviors. The CHW supports providers and the Interdisciplinary team approach to care management and community outreach. As a priority, activities will promote, maintain, and improve the health of patients and their families. CHW provides social support and informal counseling and advocates for individuals and community health needs

DUTIES & RESPONSIBILITIES:

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Conduct assessments and screening to determine social determinants, depression, food and housing insecurities, healthcare, and prescription uncertainties, etc., using approved methods.
- Assist clients in meeting emergency needs such as food, shelter, clothing, and prescription medications.
- Provide ongoing follow-up and goal setting with patients/families via phone calls, home visits and visits to other settings where patients can be found.
- Assist patients in attending medical appointments as needed.
- Provide referrals for services to community, regional, state, federal, and tribal agencies as appropriate.
- Help patients connect with transportation resources and provide appointment reminders in special circumstances.
- Exhibit excellent working relations with patients, family members, primary care team, specialists, and interdisciplinary team members.
- Collaborate with clinical staff to ensure that patients have identified goals and barriers.
- Responsible for providing consistent communication to the Care Manager and/or clinic staff to evaluate patient/family status, provide information and reports to describe progress.
- Act as a patient advocate and liaison between the patient/family and community service agencies.
- Record patient care management information in the EMR and other software within 24 hours of patient contact.
- Attend regular staff meetings, training courses, and other meetings, as requested.
Manage assigned caseload of patients.

- Maintain HIPPA compliance at all times.
- Perform Community Based Health Outreach Services.
- Perform Health Education serves (including but not limited to Chronic Disease Self-Management courses, vaccination awareness, strategies to help manage chronic illnesses, advocate for preventative health measures etc.)
- Performs other duties assigned by the Practice Manager.
- Staff are expected to actively participate in Quality Improvement Initiatives. Improvement is an ongoing process, not a one-time effort.

COMPETENCIES:

- Ability to organize schedules and handle multiple tasks at the same time.
- Ability to work with many diverse people and ages.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Ability to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.
- Knowledgeable in community resources appropriate to the needs of patients/families.
- Basic computer skills required; electronic medical record (EMR) experience preferred.
- Good communication skills, such as listening well, and using language appropriately.
- Ability to use client monitoring systems (Blood pressure, pulse oximetry, etc.) and personal protective equipment (gloves, masks, etc.)
- Using evidence-based communication strategies to engage with patients (ex. motivational interviewing)

GENERAL EXPECTATIONS:

- Be committed to the mission and vision of the healthcare system.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of the healthcare system.
- Demonstrate good judgment and employ critical thinking to execute duties, identify issues, and seek and recommend solutions and improvements.
- Respect the value and diversity in the community and workplace.
- Be punctual with scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Manage stress effectively and practice health self-care behaviors.
- Capacity to be empathetic and maintain a positive attitude.
- Perform required amounts of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality.
- Successfully complete background check and fingerprinting as outlined by WA State.

- Maintain compliance standards, including Standards of Conduct, Compliance Program, CLAS standards, and policies and procedures.

EDUCATION:

- High school graduate or equivalent required; Associate degree or higher preferred.
- Certified Nursing Assistant preferred.
- Successful completion of a Community Health Worker formal training program such as from a college or other education institution is preferred.
- Medical terminology and/or background preferred.

EXPERIENCE:

- 1-2 years of experience in health care or related field.
- Written and oral fluency in English is preferred.
- Experience working in a multi-cultural setting is preferred.
- Experience working in a community-based setting for at least 1 to 2 years preferred.
- Understand the community served, community connectedness.

LICENSURE:

- WA CHW certification within 6 months of hire.

PHYSICAL DEMANDS:

- Regularly, you may be required to sit for prolonged periods of time.
- Occasional standing, walking, and use of hands to operate a standard computer keyboard.
- Occasional lifting and/or moving up to 25 pounds.
- Driving.

WORKING CONDITIONS:

- Hospital, Clinic, community, patient's homes or meeting places, and office environment.

CONTACTS:

- Patients and families.
- Physicians and other Providers.
- Other employees.
- Agency and services of employees.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, with employees that are accountable for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees at all levels and across all disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our regional a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships – patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the “top of one’s license”.
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our community, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking – allowing – and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person – not just

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open -minded and appreciate the perspectives and life experiences of all.
- Acknowledged and celebrate diversity in our community and our organization.
- Will encourage transparency – encourage constructive identification of problems and will take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of the work we perform, operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify just culture, focusing on improving systems – and treating staff equitably.
- Report errors – and systems issues – provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Lake Chelan Health Clinic

Job Title: CHW

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☐	☒	☐	Above Shoulder Height
☐	☐	☒	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☐	☒	☐	Pulling/Pushing: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Lifting: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☐	☒	☐	Carrying: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☒	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☐	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Lighting: ☐ Bright

☐ Dim

☐ Mechanical hazards

☐ Hazardous substances

☒ Infectious diseases

Harmful physical agents:

☐ Heat/Cold

☐ Noise

☐ Ionizing/non-ionizing radiation

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision: ☒ Good ☒ Correctable ☐ Blind

Color Vision: ☒ Normal ☐ Impaired

Hearing: ☒ Normal ☐ Moderate Loss ☐ Deaf

Manual Dexterity: ☒ Good ☐ Fair

Talking/Speech: ☒ Normal ☐ Moderate Loss ☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: CHW Dec. 2025

Final Audit Report

2025-12-17

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