

POSITION DESCRIPTION

Department: EMS	
Title: Community Health Worker Supervisor	
Date Created: 07/24/2026 Next Review Date: 07/24/2028	Reports to: Director of Paramedics Approved by:  Shawn Otley, Aug 17, 2026 14:04:04 PDT (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

The Community Health Worker Supervisor supports Lake Chelan Health's mission by serving as a trusted liaison between patients, families, care teams, and the broader community across both hospital and clinic settings. This role is responsible for identifying and addressing barriers to care, connecting patients with community resources, supporting care coordination, and providing culturally responsive health education. The position requires strong interpersonal and organizational skills, sound judgment, and the ability to work both independently in the community and collaboratively with clinical teams, while maintaining clear communication with patients, providers, and community partners.

DUTIES & RESPONSIBILITIES

- Supervise, coach, mentor, and evaluate Community Health Workers.
- Develop work schedules and assignments to ensure appropriate service coverage.
- Promote a positive, collaborative, and culturally competent work environment.
- Support employee engagement, retention, and professional development.
- Monitor daily operations and workflow to ensure efficient delivery of community health services.
- Ensure compliance with organizational policies, grant requirements, and applicable regulations.
- Track program metrics, outcomes, and performance indicators as assigned.
- Prepare reports and documentation for leadership and funding agencies.
- Assist in the development and implementation of program goals and strategic initiatives.
- Serves as a liaison between patients, families, care teams, and community resources to support access to care.
- Conducts outreach and follow-up with patients to identify barriers to care, including transportation, housing, food insecurity, and insurance access.
- Assists patients in navigating the healthcare system, scheduling appointments, and understanding care plans and discharge instructions.
- Provides culturally and linguistically appropriate health education to patients and families.

- Connects patients to community-based organizations, social services, and public assistance programs.
- Documents patient interactions, referrals, and outcomes accurately and in compliance with HIPAA and organizational policy.
- Collaborates with providers, nursing staff, case managers, and clinic teams to support coordinated, whole-person care.
- Participates in community health initiatives, screenings, and outreach events representing Lake Chelan Health.
- Travels to patient homes and community sites as needed to conduct visits and outreach.
- Maintains professionalism, confidentiality, and a service-oriented approach with all patients, families, and colleagues.
- Supports management with other duties as assigned.

QUALIFICATIONS

- High school diploma or GED required.
- Community Health Worker certification preferred, or ability to obtain within a specified timeframe.
- Prior experience in community health, social services, healthcare, or a related field preferred.
- Strong interpersonal, communication, and organizational skills.
- Ability to work effectively with diverse and vulnerable populations.
- Proficiency with electronic health records and standard office/communication technology.
- Valid Washington State driver's license and reliable transportation for community-based work.
- Ability to maintain strict confidentiality in accordance with HIPAA.
- Bilingual in English and Spanish preferred.
- Familiarity with local community resources in the Lake Chelan Valley preferred.



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, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region 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 patients, 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.

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 on 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.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and 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 our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and 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: EMS

Job Title: Community Health Worker Supervisor

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

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☐ Dim

☐ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☒ Infectious diseases

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 Supervisor Aug 2026

Final Audit Report

2026-08-17

Created:	2026-08-17
By:	Ruby Sylvester (rsylvester@lcch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAYvpVuihyRvE0wDB3XQN91U4w_gXUVRop

"Job Description: CHW Supervisor Aug 2026" History

-  Document created by Ruby Sylvester (rsylvester@lcch.net)
2026-08-17 - 9:01:32 PM GMT
-  Document emailed to sottley@lcch.net for signature
2026-08-17 - 9:01:38 PM GMT
-  Email viewed by sottley@lcch.net
2026-08-17 - 9:03:36 PM GMT
-  Signer sottley@lcch.net entered name at signing as Shawn Ottley
2026-08-17 - 9:04:02 PM GMT
-  Document e-signed by Shawn Ottley (sottley@lcch.net)
Signature Date: 2026-08-17 - 9:04:04 PM GMT - Time Source: server - Signature Appearance Selected: DRAW
-  Agreement completed.
2026-08-17 - 9:04:04 PM GMT