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## COMMUNITY HEALTH WORKER II

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The Community Health Worker II is responsible for providing culturally and linguistically appropriate health education, navigation, and/or advocacy services addressing health and social needs. Successful completion of a Texas Department of State Health Services approved Community Health Worker (CHW) program and related certification is required within six months of hire.

**ADDITIONAL REQUIREMENTS:**

Certified Medical Assistant preferred  
Current Texas Department of State Health Services CHW Certification  
Demonstrated CHW competencies (for relevant job functions above)  
Bilingual English/Spanish strongly preferred

Scope/Impact: -

### Job Functions

**I. Assist patients with navigating resources within Baylor Health Care System and within the community.**

- 1 Conducts patient assessments, develops patient plans, and conducts and/or navigates patient to appropriate interventions to improve access to care and health status.
- 2 Identifies resource options to execute patient plan; assists patients with navigating Baylor Healthcare System and community-based resources supporting health and wellness.
- 3 Facilitates communication between patient and his/her providers.
- 4 Provides referral and linkage to follow-up services within the community and Baylor Health Care System.
- 5 Evaluates achievement of patient plans' objectives.
- 6 Develops and maintains knowledge of and relationship with Baylor Health Care System and community-based resources.

**II. Performs basic assessments for patients with chronic disease.**

- 1 Obtains basic vital signs, measure height and weight, conduct point of care testing.
- 2 Obtains additional basic assessment data, including, but not limited to, literacy, family and social support systems, learning needs and barriers, and knowledge about chronic disease and healthy lifestyle.

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**III. Following a defined protocol, conducts culturally appropriate, skills building self-management education sessions on different health topics for groups and individuals.**

- 1 Teach basic concepts of health promotion, disease prevention, and self-management.
- 2 Provide informal counseling and self-management support.
- 3 Apply basic motivational strategies to increase readiness to change and to promote behavior change.
- 4 Communicate patient progress with primary care provider.

**IV. Administer evaluation tools to assess program's effectiveness with improvement in health-related activities or linkage to primary or other health care.**

**V. Document plan, goals, and follow-up in a timely manner and communicate to appropriate person.**

**VI. Responsible for tracking work activities and results with close attention to detail.**

**VII. Promote the provision of culturally competent care by educating staff and others within the health care system about beliefs and practices unique and/or relevant to specific populations/groups**

**VIII. Maintains Texas Department of State Health Services CHW Certification.**

**IX. Mentor/peer trainer for other CHWs, as assigned.**

**X. Coordinates and/or participates in the development of projects related to department as assigned.**

**XI. Participates in departmental committees and quality improvement initiatives as appropriate.**

"The essential job functions as stated are intended to describe the general nature and level of work being performed by individuals assigned to this job. The stated job functions are not intended to be construed as an exhaustive list of all job responsibilities, duties and skills required of personnel so classified."

May perform other duties as assigned or requested

License(s)

Certification(s)/Registration(s)

Required Education and/or Experience:

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## COMMUNITY HEALTH WORKER II

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### Education Required

High School Diploma or GED

### Type of Degree

Diploma

### Amount of Experience

2 Years of Experience

### Type of Experience

Health Care Experience

### In Lieu of Education

### Amount of Experience

### Type of Experience

### Organizational Universal Competency Requirements:

**Integrity** - Models the BHCS values. Establishes trust. Is honest. Demonstrates high ethical and legal standards. Follows regulatory and compliance standards. Is respectful and fair. Holds self and others accountable for demonstrating the values - "Walks the Talk".

**Servanthood** - Uses power, authority and/or influence constructively. Leads and follows by example. Demonstrates an attitude of unselfish concern. Develops him or herself and supports the development of others. Understands and values the perspective of others.

**Quality** - Optimizes clinical outcomes. Achieves high quality results. Maintains customer focus. Provides customer value. Provides a safe environment. Continuously improves. Tackles problems head-on and resolves them without delay. Produces good results.

**Innovation** - Creates and supports new ideas and opportunities that are aligned with BHCS strategic priorities. Leads and adapts to change. Challenges the status quo. Plans appropriately. Solves problems. Exercises sound judgment in solving problems.

**Stewardship** - Uses resources responsibly. Is accountable. Applies sound judgment. Makes informed decisions. Takes appropriate action. Maintains business and industry knowledge. Works to enhance the fiscal strength of BHCS. Spends time on most important work.

### Organizational Core Competency Requirements:

**Communication** - Communicates openly and in a timely way. Listens to understand. Speaks and writes clearly. Shares information appropriately. Keeps others well informed. Encourages others to share contrary views. Responds in a timely manner to messages/requests.

**Adaptability/Flexibility** - Deals effectively with change and uncertainty. Copes well with stress and pressure. Is patient. Maintains a positive outlook. Deals constructively with mistakes and setbacks. Looks for ways to help the organization.

**Teamwork** - Works together to achieve successful outcomes. Seeks input from others. Seeks win-win solutions. Supports a shared purpose. Builds relationships. Supports others to achieve success. Knows when to compromise and find mutually acceptable solutions.

### Job Unit Specific Competency:

The immediate supervisor for the unit or work area has the "Unit Specific Position Competencies"

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<b>Budgetary Responsibility:</b>		<b>Supervisory Responsibility:</b>	
<b>Direct</b>	<b>Budget Amount</b>	<b>Direct</b>	
<b>InDirect</b>	<b>Budget Amount</b>	<b>InDirect</b>	

Internal Job(s) that would promote to this job:

Internal Job(s) to which this job could promote to:

This Job reports to what Position(s) in the organization:

Potential Safety Hazards: