

Position Description, Whole Person Care Office of the Medical Director

Community Health Worker:

These positions serve as the primary change agents of the Whole Person Care Program and are supported by and report directly to Licensed Clinical Social Workers. They are also an integral part of the Regional Coordination Center (RCC) Teams and support the regional implementation of WPC interventions across the eight (8) SPAs. They provide connections to direct services; care coordination and system navigation; coaching and social support; education about the health and social service system; advocacy; outreach; assessment; and capacity building for MediCal beneficiaries who are members of six highly marginalized communities. Additionally, they serve as liaisons and cultural mediators, continuously educate members of the health and social service system about community strengths and needs, and may participate in research and evaluation about the WPC Program.

Responsibilities

- **PARTICIPANT OUTREACH**
 - a. **In-reach and Outreach**
 - i. Respond to participant referrals assigned by supervisor in a timely manner.
 - ii. Provide in-reach to participants referred from LA County jails; by visiting jails, engaging participants, identifying participant goals, and meeting with jail staff to discuss participant needs and goals upon their release.
 - iii. Provide outreach to referrals assigned by supervisor coming from the community including, but not limited to social service agencies, hospitals, and/or health clinics.
 - iv. Provide outreach in the community as assigned by supervisor through attending local community fairs, events, and or community based meetings and engaging MediCal eligible and MediCal beneficiaries who meet WPC requirements.
- **INDIVIDUAL CASEWORK**
 - a. **Initial client engagement**
 - i. Establish a trusting relationship with participants and engage with participants in the most appropriate and accessible location, which may include: the street, participants' homes, the hospital, or other community sites.
 - b. **Screening/Careplan**
 - i. Conduct initial needs survey using CHAMP guided tool to determine needs and strengths of participants enrolled in WPC.
 - ii. Assist participants, participants' significant others, and support system in the development of a careplan, which addresses the participant's goals and any medical, behavioral health and/or substance use treatment needs.
 - iii. In conjunction with other team members and each participant, assist with tracking and documenting progress towards goals and

make adjustments in the careplan to facilitate progress toward goals.

- c. Care Coordination, Case Management, and System Navigation**
 - i. Provide brief case management for a determined period of time.
 - ii. Facilitate connection to and engagement with a geographically and culturally appropriate primary care home.
 - iii. Support participants before, during, and after needed medical and social service appointments and accompany participants to appointments as needed and appropriate.
 - iv. Link participants and provide referrals to the Coordinated Entry System (CES), transportation services, DPSS, Social Security, DMV, outpatient or residential programs, recovery groups, and other social service programs as appropriate.
 - v. Collaborate with providers on careplan goals when participants are discharging.
 - vi. Use motivational interviewing, popular education, and other interventions as appropriate to motivate and activate the participant to set and achieve personal goals, move forward in their recovery and reduce the number of days spent in high acuity facilities and treatment.
 - vii. Assist participants to make a solid connection to another source of support including housing, education, employment, substance use treatment, other Community Health Workers, etc. before termination of WPC services and provide warm hand-offs.
- **CULTURAL MEDIATION AND EDUCATION OF THE HEALTH AND SOCIAL SERVICE SYSTEM**
 - a. Assist participants, families and significant others in understanding the WPC program, and gaining their acceptance of and participation in the program.
 - b. Communicate information about the health and social service systems, including medication regimes and system processes, in a culturally appropriate manner.
 - c. In both formal and informal settings, educate and inform other health and social service professionals about strengths and needs, as well as cultural worldviews, experiences and perspectives of the community or communities in which the CHW lives and works, when appropriate.
 - d. Work with other team members especially at a regional level to adapt systems and services to be more culturally centered and appropriate.
- **ADVOCACY**
 - a. Build and maintain trusting and open relationships with community organizations, leaders and resources.
 - b. Build trusting relationships and collaborate with other members of the team who may include social workers, nurses, physicians, psychiatrists, Medical Case Workers, service providers, etc.
 - c. Serve as an advocate on behalf of the participant within clinical and community-based settings to help participant achieve health and life goals

and to secure necessary services and supports, promoting participant's recovery.

- d. Assist the participant to learn to advocate for him/her/themselves.
- **DOCUMENTATION AND CONFIDENTIALITY**
 - a. Complete all necessary and required documentation, which includes use of the WPC IT Care Management Platform, known as CHAMP.
 - b. Maintain participant confidentiality and privacy by protecting participant health information.
 - **OTHER DUTIES AS ASSIGNED**
 - a. Complete assignments and other duties as delegated in a competent and timely manner.
 - b. Assure that all WPC federal guidelines and criteria are met.
 - c. Communicate clearly, professionally and effectively with fellow CHWs, MCW's, other WPC team members, and within other county departments.
 - d. Participate in team building efforts to promote positive interpersonal relationships with team members.
 - e. Participate in all program meetings, training, site-specific all staff meetings, and team huddles as directed by the Supervisor.
 - f. Participate in health fairs, community events, conferences, and conducting presentations, while respectfully and professionally representing the Whole Person Care Program.

Minimum Requirements

Training and Experience

Six months of full-time experience working with the public or with community groups performing duties such as interviewing clients or patients concerning health or social service matters, answering questions, and providing information about health, mental health, and social services to clients or patients -OR- Six months of experience at the level of the Los Angeles County class of Mental Health Peer Advocate.

Necessary Qualifications

Relevant Work and Lived Experience

- Lived experience in one or more of the WPC communities of focus: people experiencing homelessness, people coming out of incarceration, people with substance use disorder, people continuously admitted to hospitals due to homelessness, women with barriers to a healthy pregnancy, and people with mental illness.
- Member of the community, close affiliation, or shared life experience with the community being served.
- Ability to work appropriately and effectively within one or more of the six communities of focus for Whole Person Care.
- Potential or demonstrated community leadership.
- Experience working with medically and socially complex individuals.

Valuable Knowledge and Skills for this Position

- Existing relationships and trust within communities of focus.
- Familiarity working with or navigating within the health and social services system, preferably as a result of lived experience.
- Ability to build and maintain trusting relationships with community stakeholders and health and social service providers.
- Ability to work independently in a constantly changing environment.
- Personal strength, resilience, and stability to allow the CHW, with support of supervisor and work team, to face very challenging situations and avoid re-traumatization and vicarious trauma.

Reviewed and approved by:

- WPC SW Supervisors
- Simmi Gandhi, NP
- WPC Executive Team
- Dr. Heidi Behforouz
- Ami Shah