

ADP TOTALSOURCE / Allies In Hope JOB DESCRIPTION

JOB TITLE: Community Health Worker-CMA

Reports to: Nurse Practitioner
Department: Health Services

Status: Exempt
Date: April 30th 2025

SUMMARY: This position reports to the Nurse Practitioner. This position has a multiple pronged role to address the Prevention, Treat, and Diagnose pillars of the End HIV Plan. The Community Health Worker-CMA (CHW-CMA) position works in partnership with the Prevention staff and Community Health Worker team to perform all clinic and community based testing and education activities. Under the medical supervision of the Medical Doctor and the guidance of the nurse practitioners, the CMA provides direct nursing care to patients by applying clinical nursing knowledge, skills and ensuring the safety and comfort of patients and when appropriate, families, according to legal, organizational and professional standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

DUTIES AND TASKS:

- Schedule patient appointments utilizing electronic health record (eClinical Works)
- Manage provider clinic schedule
- Clean and stock examination rooms for patient visits
- Greet and room patients at time of patient visit
- Assist providers with exams and procedures
- Provides targeted outreach and recruitment, HIV/STI counseling, testing, linkage, and referral (e.g., blood based, OraSure®, Oraquick®) as well as Health Education and Risk Reduction to High Risk and/or Persons Living with HIV/AIDS.
- Provide ongoing follow-up, basic motivational interviewing, and goal setting with clients
- Collect lab samples for laboratory testing including preparing the specimens for shipping
- Administer oral and inject-able medications with guidance from the providers
- Provide patient education as directed by the doctor or other providers
- Utilize electronic health record (eClinical Works) to enter and update patient data including but not limited to demographics, patient vital signs (pulse, blood pressure, breathing rate and temperature), height and weight, lab results and treatments
- Collect and enter into electronic health record (eClinical Works) previous health data, medical and surgical history from patients
- Documents all communications/interactions with patients in the communication log and electronic database(s).
- Enter data from monitoring and tracking systems such as vaccine and medication refrigeration, sterilization devices and other quality or safety data
- Manage specialty referrals, as needed
- Order medical and office supplies and medications
- Clean and maintain instruments and medical equipment
- Assists to ensure that the program meets CDC/HRSA regulations including, but not limited to, CLAS and laboratory standards at all times.
- Reports and documents all incidents and/or concerns to the appropriate personnel
- Assists clinic and Prevention staff with daily administrative duties related to patient care
- Meets and communicates regularly with Health Services and Prevention leadership team
- Communicates effectively with all staff, patients and vendors.
- Participates in patient staffing meetings
- Answers phone in clinic

COMPLIANCE AND MONITORING:

- Follows all protocols as required by Health Resources and Services Administration (HRSA), funding sources and additional AIH protocols.
- Maintains agency policies and procedures including but not limited to HIPPA, patient consent, grievance process and client rights.
- Maintains and submits in a timely manner concise documentation related to patient care.
- Follows all regulatory requirements for reporting suspected abuse or neglect.

QUALIFICATIONS:

- Bilingual candidates will be strongly considered
- Minimum of 2 years prior experience working in a clinic environment
- High school diploma or equivalent
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting
- Must be trained in phlebotomy and have used the skill within the most recent 6 months
- Must possess current CPR certification
- Knowledge of medical terminology
- Demonstrates competence in reacting to and handling emergencies
- Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline
- Ability to understand and adhere to established policies, procedures, and protocols
- Strong charting/documentation skills
- Ability to effectively communicate with people at all levels and from various backgrounds
- Commitment to excellence and high standards
- Excellent written and oral communication skills
- Strong organizational, problem-solving, and analytical skills
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Good judgement with the ability to make timely and sound decisions
- Experience working in the field of HIV prevention and care, highly regarded

EDUCATION/ CERTIFICATION / LICENSURE:

- Certified Medical Assistant through the American Association of Medical Assistants

AGENCY COMPLIANCE

- Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Follow instructions; takes responsibility for own actions; keeps commitments; commits to complete additional work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Read, understand, and follow AIH Policies and Procedures.
- Maintain appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
- Understand and meet the expected client/patient outcomes.
- Attend meetings as scheduled.
- Communicate proactively and professionally with peers and stakeholders through phone, emails and virtual meeting portals as needed.
- Follow all regulatory requirements for reporting suspected abuse or neglect.

TEAM RELATIONSHIPS:

- Balances team and individual responsibilities; exhibits objectivity and openness to others' views
- Gives and welcomes feedback.
- Acts respectfully and supportively towards other team members' efforts.
- Works as a highly cooperative member of the AIH staff and volunteers to accomplish agency and departmental goals.
- Accepts responsibility and willingness to be accountable by not blaming others for work product or issues.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPUTER SKILLS:

To perform this job successfully, an individual should have basic proficiency in database software; Internet software; Spreadsheet software and Word Processing software.

LANGUAGE SKILLS:

Ability to read and write at a professional level: to read, analyze, interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to present information and respond to questions from groups of managers, clients, customers, and the public. Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

REASONING ABILITY:

Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

CORE COMPETENCIES:

- **Ethics-** Keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational mission and values.

- **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.
- **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.
- **Innovation**-Displays creativity; meets challenges with resourcefulness; generates suggestions for improving work.
- **Adaptability**-Adapts to changes in the work environment; Manages demands; deal with change, delays, or unexpected events.
- **Quality Management**-Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Interpersonal Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Customer Service**-Manages difficult or emotional customer situations; responds promptly to stakeholder needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication**-Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Problem solving**-Identifies and resolves problems in a timely manner; works well with group problem solving situations; uses reason even when dealing with emotional topics.
- **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Technical skills**-Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- This position does require local travel and occasional work in the evenings/weekend.

Print Name

Signature

Date