



**BRISTOL-BURLINGTON HEALTH DISTRICT**  
240 Stafford Avenue, Bristol, Connecticut 06010-4617  
Tel. (860) 584-7682 • Fax (860) 584-3814 • [www.bbhd.org](http://www.bbhd.org)



## Community Health Worker

**Supervision:** The Community Health Worker receives supervision from the Director of Health and direction from either the Director of Health, Public Health Nurse(s), Chief Sanitarian, Program Manager and/or Health Educator/Emergency Preparedness Coordinator.

**General Job Statement:** Community Health Workers (CHWs) will be working as an intermediary between health, social services, housing, government systems, non-profit programs and the community populations. The CHW will be working out in the community to identify and break down potential barriers of the target population, educate, and provide individuals/families access to the pertinent services. CHWs work with medical providers, primary care teams, and other community agencies to promote, integrate, maintain, and improve patient care and positive health outcomes. The ultimate goal of the CHW is to reduce resident's dependency on federal, state or local assistance programs.

### **Duties and Responsibilities:**

- At a population level, identify community concerns/disparities, determine root causes, and develop a clear plan to overcome them.
- At an individual level, conduct motivational interviewing, set personal health related goals with clients/families, and track progress toward meeting health goals.
- Travel frequently to clients' homes, community locations, various agencies, and outreach destinations.
- Spread knowledge and awareness of the social determinants of health, as well as the community resources, services and benefits available. Including but not limited to: housing, food, clothing, transportation, screenings, health care, parenting, mental health, and substance abuse.
- Coach clients in effective management of their chronic health conditions and self-care. Assist them in understanding their unique care plan, instructions, and working to stay consistent with the plan.
- Work collaboratively within a team. Establish a trusting client rapport, and supportive working relationships with providers, nurse case managers, agency representatives, supervisors, and office staff from diverse backgrounds and/or fields of study.
- Facilitate the communication and coordination between clients and providers. Assisting in scheduling appointments, the translation or explanation of medical/professional advice, and the completion of applications for programs for which they are eligible.
- Advocate for clients when necessary, to assure that their needs and referrals are being conveyed effectively and appropriately. This includes ongoing follow ups with both the clients and providers. Being an active supporter in each of the clients' steps.



**Public Health**  
Prevent. Promote. Protect.



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*Healthy People*



*Healthy Communities*

- Document client encounters and contracts; maintains comprehensive electronic client files, which include client notes, release of information, assessments and other medical documents acquired. Documentation of activities, service plans, and outcomes achieved by client in an effective manner.
- Attend staff meetings, training, and other meetings, as requested.
- Collect community data and relay information to policymakers to inform policy change and development.
- Follow the Code of Ethics for CHW's and stay within their Scope of Practice when working with clients.
- Ensure cultural humility and cultural competency during your role as a CHW.

**Work Environment:** Bristol-Burlington Health District office and other municipal departments and agencies. Bristol homes, parks, neighborhoods, businesses, community centers, faith based facilities, shelters, social service agencies and any other locations throughout the City of Bristol. As needed and directed, operate outreach vehicles, work days and hours outside of the normal M-F, 8-4pm schedule. Attend meetings and trainings as necessary and directed.

**Qualifications:**

- Bachelor's Degree in Public Health, Social Services or equivalent
- Successful completion of CT's Community Health Worker formal training program
- Experience working in a multi-cultural settings
- Experience working in a community-based settings for at least 1 year
- Understanding of the community served, and the community connectedness
- Good communication skills, such as listening intently, encouragement, and supportive language
- Analytical and problem-solving skills
- An empathic and compassionate demeanor; an understanding of cultural sensitivity, and cultural humility

**Certificate and Licensing:**

- Successfully complete CT DPH required Community Health Worker training and examination
- Achieve and maintain CT DPH Community Health Worker Certification
- Active CT Motor Vehicle Operators License
- QPR or similar Suicide Prevention Training Certification within 6 months of employment

**This position is a 12 month full time position and will be included in a collective bargaining agreement with American Federation of State, County, and Municipal Employees (AFSCME) Council 4, Local 1303-114.**