



## COQUILLE INDIAN TRIBE

### Ko-Kwel Wellness Center

**Job Title:** Community Health Representative  
**Department:** Community Health Center  
**Reports to:** Nurse Case Manager  
**FLSA Status:** Non-Exempt  
**Salary Grade:** \$16.64 - \$24.96  
**Location:** Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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#### SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Nurse Case Manager for Community Services the Community Health Representative will perform a wide variety of consulting and support services to individuals and groups that encourage prevention and intervention, when necessary. The Community Health Representative will provide up-to-date information and resources to promote healthy lifestyles through education, advocacy and coordination of services. The CHR also monitors the home and community to identify the required resources and interventions. As a member of the Community Services team, the Community Health Representative is also responsible for assisting with the needs between patients, families, the community, and health care providers to ensure patients and families understand their conditions and treatment and are receiving care. The Community Health Representative will address the health priorities specified by the tribe through services to specific populations and seek to reduce health risks for Native Americans and non-Native family members of the Coquille Indian Tribe.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the Nurse Case Manager in coordinating care for tribal members and their spouses in the service area to include:
  - a. Assist Tribal members with complex chronic disease to navigate the health care system including coordinating referrals and appointments and plan of action.
  - b. Assist Tribal members with discharge planning to return home after hospitalizations or stays in residential nursing facilities, including communicating with providers of various home health services, caregiving services, their primary care providers, and the facility staff members and providers and ensuring everyone stays on the same page.

- c. Act as a patient advocate for medical appointments and complete home health monitoring visits.
2. Assist the Nurse Case Manager with Tribal Member patients on behalf of the Health Care providers, particularly acting as a liaison regarding referral follow-up and over the counter and durable medical equipment needs.
3. Develop and maintain ongoing Health Promotion and Disease Prevention Activities for those at risk of injury and lifestyle-related disease.
4. Develop and maintain ongoing Injury Prevention Program and Activities.
5. Provide non-emergency medical monitoring in the home or at community events which could include vital signs, height, weight, blood glucose, foot checks, oral health screening and fluoride varnishing.
6. Conduct home and hospital visits where appropriate.
7. Provide patient transports when necessary.
8. Network with county and state health and human services agencies.
9. Manage Tribal Member Client Services Program.
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11. Assist with medication pickup from pharmacy and delivery to patient's home.
12. Assist with the Tribal Veterans Program in identifying and referring Veterans to Behavioral Health services.
13. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of the work requirements that may be inherent in the job. This position involves transporting Native Americans and non-Native patients and clients in the Health Center vehicles, employee-owned vehicles and rental vehicles to and from a variety of Health Center functions and activities.

#### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 50 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Knowledge of regulations on the confidentiality of medical records (HIPAA).
4. Knowledge of medical terminology.
5. Maintain CPR and First Aid Certification.

6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to make decisions independently in accordance with established policy and procedures.
8. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
9. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
10. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
11. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
12. Ability to work with mathematical concepts such as basic arithmetic.
13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

#### **REQUIRED QUALIFICATIONS**

- A. High school graduate or equivalent with experience in health care services.
- B. Able to maintain clinical competence to perform the following skills: digital blood pressure; pulse rate; height; weight (standing); dental varnishing; foot check and finger stick blood glucose.
- C. Knowledge of Indian Health Services, Bureau of Indian Affairs, community health agencies and outside providers is preferred.
- D. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
- E. First Aid/CPR certification required or ability to obtain within 90 days of employment.
- F. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.