



Job Title: Community Health Representative
Department: Community Services
Reports to: Nurse Case Manager
FLSA Status: Non-Exempt
Salary Grade: \$21.38 – \$34.74
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.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Nurse Case Manager, the Community Health Representative (CHR) coordinates care for Tribal members and families. The CHR provides 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 CHR facilitates collaboration among patients, families, the community, and health care providers to ensure effective treatment and services. The CHR 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 (CIT).

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists the Nurse Case Manager in coordinating care for Tribal members and their spouses in the service area. Provides phone call check-ins, home visits, injury prevention activities, non-emergency medical monitoring equipment, and medication delivery as needed.
2. Manages the Over-the-Counter Reimbursement Program.
3. Assists Tribal members with navigating health care system, coordinating referrals, making appointments, and developing plan of action.
4. Assists Elders Coordinator with reimbursements, food deliveries, chores, and assistance assessments.
5. Develops and maintains ongoing health promotion and disease prevention activities for community members.
6. Provides medical alert systems to Tribal members and families.
7. Provides patient transports when necessary; accompanies patients to appointments; provides follow-up report to Nurse Case Manager.
8. Participates in Community Services programs and events.
9. Assists with the Tribal Veterans Program in identifying and referring veterans to Behavioral Health services.
10. Attends trainings and maintains continued education.
11. 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 sitting, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking, climbing or balancing, stooping, kneeling, crouching, or crawling. Work is generally performed in an office setting and occasionally outdoors. Occasional evening and weekend work are required. Work involves occasional exposure to

hazardous materials, excessive noise, high risk/dangerous situations, infectious disease, dust, fumes, and allergens. 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. Ability 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.
6. Ability to maintain CPR and First Aid Certification.
7. 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.
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
10. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
11. 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.
12. 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.
13. Ability to work with mathematical concepts such as basic arithmetic.
14. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

QUALIFICATIONS

1. High School Diploma or GED with experience in health care services.
2. Knowledge of Indian Health Services, Bureau of Indian Affairs, community health agencies and outside providers is preferred.
3. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
4. First Aid/CPR certification required or ability to obtain within 90 days of employment.
5. 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.