

Position: Behavioral Health Community Health Worker (CHW)
Supervisor: Director of Behavioral Health & Social Services

About the Position:

Part of what makes a CHW such an effective member of a health care delivery team is the flexibility and diversity of what they can do within the clinic and in the community. There is a wide range of activities, tasks, and responsibilities a CHW can take on in the community health care setting. CHWs primarily work in underserved communities and are a resource to help advance goals of improved care coordination, health equity, and population health. They assist individuals and communities by working in a broad range of capacities that include care coordination, case management, health coaching, health education, health assessment and screening, resource linking, medication management, remote care, patient follow-up, and social and literacy support.

To effectively fulfill the roles and responsibilities, a CHW needs to possess certain personal qualities. Qualities that contribute to the success of CHWs:

- Openness to working closely with clients who struggle with issues related to mental illness and addiction at all levels.
- Respectful sensitivity and non-judgmental attitude towards clients who may suffer from multiple traumas and/or disabilities.
- Strong interpersonal and social skills with an ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds.
- Ability to convey a strong presence one-on-one, in meetings, and in the community.
- Must be able to maintain professional boundaries.

Physical demands:

Requires full range of body motion, eye, and hand coordination, requires standing and walking for extensive periods of time. May occasionally lift and carry of up to 50 pounds; May also be in unsecured communities promoting services. Requires the ability to commute to multiple PCHS locations and community events often within the same day.

Responsibilities include but are not limited to:

The primary responsibilities of any CHW working in the community health center setting are to build trusting relationships with community members and to connect those individuals to care, eliminating barriers and advocating for systemic changes along the way. The effectiveness of CHWs lies in their ability to gain access to hard-to-reach individuals and to patiently coach and support them as they work towards health care goals.

- Create connections between vulnerable populations and the health care system.
- Assist with care coordination and care transitions for clients.
- Assist clients with enrollment in programs and benefits for which they are eligible.



- Outreach to clients to identify those who need assistance and to increase awareness of services.
- Increase client self-efficacy to achieve wellness.
- Promote wellness by encouraging cultural competence among health care professionals serving vulnerable populations.
- Help clients to manage chronic conditions through education about their treatment plan and working with the provider to ensure the plan is acceptable to the client.
- Assist clients to obtain preventive services referring and linking the client to a primary care physician and providing information about various screening.
- Advocate for vulnerable populations within the health care system and the community at large.
- Build relationships and interact professionally with local health and social service providers.
- Seek appropriate professional development opportunities.
- Assist clients to navigate the behavioral health and human services systems.
- Build capacity within the clinic and the community at large to address behavioral health issues and awareness.
- Complete AHEC CHW Certification and Mental Health First Aid training.
- Complete Behavioral Health assessments with identified patients.
- Develop Wellness Plans for patients identified with significant PHQ9 depression score.
- Perform other tasks as assigned by the direct supervisor.

Qualifications and Experience:

- Bachelor's degree in Social Work, Psychology, or Sociology
- Must have 1 year of experience in community outreach, social service or behavioral health.

For more information please contact: Khavah Murray, LCSW at kmurray@pchspitt.org or 412-244-4700.

Our administrative offices are located at 7227 Hamilton Avenue Pittsburgh, PA 15208. We have 8 other locations throughout Allegheny County.

----- Military Experience -----

Have you served in the U.S. Armed Forces? Yes No
If yes, which Branch? _____
Have you served in the Reserves? _____

Describe any training received relevant to the position for which you are applying.

----- References -----

1. Name _____ Telephone _____
Relationship _____
Result (office use only)

2. Name _____ Telephone _____
Relationship _____
Result (office use only)

3. Name _____ Telephone _____
Relationship _____
Result (office use only)

Applicant Signature _____
Date _____

Applicants will receive consideration without discrimination because of race, creed, color, sex, age, national origin, handicap or veteran status.

----- Education and Training -----

Level of Education	Name and Location (City/State)	Course of Study	Number of Years Completed	Did you graduate?
Graduate School				<input type="checkbox"/> yes <input type="checkbox"/> no
College				<input type="checkbox"/> yes <input type="checkbox"/> no
Business/ Trade/ Certification				<input type="checkbox"/> yes <input type="checkbox"/> no
High School				<input type="checkbox"/> yes <input type="checkbox"/> no

----- Employment History -----

Company Name _____ Address _____ _____ Phone _____ Name of Supervisor _____ Reason for Leaving _____	Job Title _____ Employment Dates From _____ to _____ Salary (annual) \$ _____ (hourly) \$ _____ May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no
Company Name _____ Address _____ _____ Phone _____ Name of Supervisor _____ Reason for Leaving _____	Job Title _____ Employment Dates From _____ to _____ Salary (annual) \$ _____ (hourly) \$ _____ May we contact this employer? <input type="checkbox"/> yes <input type="checkbox"/> no
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Primary Care Health Services, Inc.
 7227 Hamilton Avenue
 Pittsburgh, PA 15208

APPLICATION FOR EMPLOYMENT

We are an Equal Opportunity Employer. We comply with all Federal, State and local laws concerning discrimination in employment. No question in this application is intended to elicit information in violation of any such law, nor will any information obtained in response to questions be used in violation of any such law.

----- Personal Information -----

Please Print

Last Name	First	Email
Street Address		Primary Phone ()
City, State, Zip		Secondary Phone ()
Social Security Number		Were you previously employed by PCHS? <input type="checkbox"/> No <input type="checkbox"/> Yes, Dates: _____ through _____ (mm/yyyy) (mm/yyyy)
Position desired		Hourly Wage Expected
Apart from religious observances, are you available for full-time work? If not, what hours are you available to work? <input type="checkbox"/> Yes, Full Time Hours Available _____ <input type="checkbox"/> No, Part Time Hours Available _____		Are you willing to work overtime?
Relevant Skills or Training (languages, machine operation, etc.)		When will you be available to begin working?
List any friends/relatives working for PCHS.		