

Mobile Primary Care Driver and Health Outreach Worker
Job Description

01.2021

Office Location: Main office of CCHA is in Wilmington, NC but anticipate the position to be based out of the vehicle on a weekly basis, driving to points of care delivery.

Compensation: PRN, anticipate 16 to 24 hours per week- \$14-\$16/hr

Position Type: temporary, part time – could become full time if grant funding gets approved

Benefits: none

Organization Description: CCHA is a non-profit alliance of hospitals and nonacute members that provides needed services and programs in the region it serves. The mission of CCHA is *Improving the Quality of Healthcare*. Through a grant opportunity provided by the Cannon Foundation CCHA is proud to provide a mobile primary care unit for use in the region. CCHA collaborates with other nonprofits such as Manos Unidas to support their established programs to offer services to the medically underserved. The mission of Manos Unidas is *to improve the wellness of migrant and seasonal farmworkers and their families through outreach, education and community partnerships*. Together CCHA and Manos will begin providing a safer, more reliable location for primary care for this population. Additional collaborative efforts will allow the mobile unit to be utilized in other medically underserved areas of our region.

Position Description: The Driver/ Outreach Worker provides the ability to locate and set up/break down the vehicle where needed as well as basic health outreach on days services/programs are scheduled. One of the initial areas of focus will be to bring the mobile unit to migrant camps and seasonal family homes. During these visits, the Outreach Worker completes health assessments, health education and care coordination. The Outreach Worker acts as a liaison between the patients and the clinic.

Responsibilities:

- Maintain and operate the mobile unit. Including all preventative maintenance, driving and situating the vehicle onsite, maintaining all fuel needs, water and waste systems, etc.
- Complete health assessments with patients such as farmworkers in their homes, community, and/or in the medical practice. Help patients identify socio-economic issues that affect their overall health and develop health/social management plans and goals:
 - Check blood pressure (training provided)
 - Assist patients plan for and attend health appointments, and complete necessary health activities
 - Help provide referrals for patients to community resources/agencies to address the needs of an assigned population of patients
 - Continuously expand knowledge and understanding of community resources and services available
 - Function as a liaison to external agencies and share information (as appropriate) to facilitate care for the assigned patients
 - Work with care coordination services in the practice to ensure that follow-up and troubleshooting with patients is robust
- Provide or request enabling services to improve access to care:

- Schedule Taxi Transportation
- Provide interpretation during dental or specialty appointments
- Deliver patient medication and lab results to mobile clinic patients
- Participate in clinic educational activities related to both core mental health, occupational and primary care topics:
 - Assists in the management of health education resources, handouts under direction from supervisors
- Attend and assist with outreach activities on behalf of the clinic, which may include:
 - Educating the community about primary care and mental health services, and how the clinic can assist with them
 - Establish trusting relationships with clients or potential clients
 - Organize and conduct health screening events or participate in community health events as directed by supervisors
- Enter all encounters into database and the Electronic Health Record

Qualifications:

- Bilingual English and Spanish
- Preferred Bachelor/Associate/Technical Degree in public health, social work, or related field
- High School Diploma with at least 2 years of outreach or community health experience
- Cultural competency with Hispanic/Latinx populations including indigenous populations from Mexico and Central America preferred
- Knowledge and proficient use of the computer to perform essential duties. Performance of required duties requires extended periods of sitting and using hands to write, type and operate the computer. It also requires sufficient vision to perform such duties. Proficiency with word processing, spreadsheets, email or presentation software is valued
- Demonstrable project-based skills, including orientation to details and ability to function efficiently in a busy medical practice setting
- Mature judgment, good communication (in person and by phone) and interpersonal skills as reflected in professional conduct standards
- Physically able to carry, lift and handle equipment and supplies routinely found in a medical practice
- Ability to think quickly and act decisively to ensure that all orders of the healthcare provider are followed with attentiveness and dependability in both routine clinical settings and emergency situations
- Willingness to work late nights and occasionally on weekends
- Willingness to work in difficult working environments including outside exposed to the elements, in overcrowded, substandard housing, and in adverse weather conditions.
- Current valid driver's license, CDL preferred but not required
- Good driving record and valid auto insurance
- Reliable transportation
- Advanced Spanish proficiency preferred (knowledge of Haitian Creole and/or indigenous languages from Mexico or Central American is a plus)