



# Supervising Community Health Worker

## Job Description

### JOB INFORMATION

Job Code:	111096
Job Title:	Supervising Community Health Worker
FLSA Status:	Exempt
Supervisory:	May oversee student and/or temporary workers.; May oversee volunteers.; Supervises employees and/or student workers.
Job Family:	Clinical Support
Job Family Group:	Clinical Administration 1
Management Level:	7 Individual Contributor

### JOB SUMMARY

Helps manage the delivery of healthcare to surrounding communities (e.g., unsheltered and unhoused people). Oversees team performance, addressing workflow issues with clinical management and leadership. Supports medical providers and other team members through integrated approaches to care management and community outreach.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		High school or equivalent		
	X	Related undergraduate study		And
	X	Specialized/technical training		

#### Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years		

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Working knowledge of local maps/freeway systems.
X		Demonstrated experience providing medical/clinical guidance.
X		Experience working with unsheltered and unhoused groups, and/or lived experience with homelessness.
X		Demonstrated leadership, interpersonal, organizational, and critical thinking skills.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in leadership/management roles.
X		Advanced judgment, analytical, and decision-making skills, able to work independently with minimal supervision.
X		Data gathering and analysis skills.
X		Excellent time management skills.
X		Demonstrated interpersonal, negotiation and problem-solving skills.
X		Experience in customer service.
X		Practiced use of discretion and decision-making ability.
X		Excellent written and oral communication skills.
X		Proven ability to build and maintain deep and meaningful relationships with community members and outside agencies.
	X	Demonstrated experience in community healthcare and/or street medicine.
	X	Proven leadership ability.
	X	A current understanding and appreciation of the cultural vibrancy and historical significance of local communities in Los Angeles and Southern California.
	X	Extensive knowledge and/or understanding of numerous cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).
	X	Fluent in one or more languages in addition to English (e.g., Spanish, Korean, American Sign Language).

## Licenses

Req	Pref	License(s)
X		Valid California driver's license.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certifications in CPR, basic life support and/or mental health first aid.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Performs community outreach, establishing trusting relationships with patients. Schedules, assigns and prioritizes work. Manages caseloads, monitors patient compliance with care plans, and provides support and encouragement for adherence to treatment. Documents and manages patient data appropriately and in a timely manner (e.g., electronic medical records).				
Responsible for all community health worker training. Participates in staff recruiting and hiring and oversees team performance, addressing workflow issues with clinical management/leadership. Evaluates goal achievement and intervention effectiveness, establishing metrics and revising processes as necessary. Communicates team updates and workflow changes. Attends regular meetings and trainings as requested.				
Drives teams of workers to and from rounds and maintains vehicles. Responsible for maintaining situational awareness on location and ensuring scene safety. Manages regular fleet maintenance and ensures vehicles are licensed, registered and insured as required by state law. Recommends and/or performs repairs as needed.				
Interviews patients, helping them and their families set goals, and provides ongoing follow-ups. Assesses barriers to healthcare and develops, implements and evaluates individualized care plans. Acts as a patient advocate, helping them attend appointments, connecting them with transportation resources and providing reminders as needed. Liaises between patients and external agencies and follows up to close cases.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages regular communication (e.g., calls, home visits) and provides referrals for services to community agencies as appropriate. Conducts eligibility determination, enrollment and follow-up with uninsured patients. Assists patients with completing paperwork. Works closely with medical providers to help ensure patients have comprehensive and coordinated care (e.g., scheduled visits).				
Stays current with industry best practices to facilitate innovation and inventive engagement strategies. Maintains supply inventories and manages equipment, storage, donations and donation requests. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.