



Job Description

Job Title: Fall Prevention Community Health Worker (CHW)

Responsible to: Family Support Manager

Responsibilities:

The CHW will support the Family Support Programs by working directly with referrals received from Sioux Falls Fire Rescue (SFFR) lift assists. The CHW is responsible for completing in-home visits to individuals who have fallen and required a lift assist, providing scheduled outreach calls, referring clients to internal or external programs to help meet their needs, completing required informational forms, tracking research data, compiling necessary reports, maintaining communication with SFFR, and community partners. Additionally, the CHW is responsible to provide quality customer service to people requesting assistance through the Helpline Center Connections Center.

The CHW is a frontline public health worker who works closely with emergency response workers, medical providers, primary care teams, social services industries, and connects individuals to resources and support programs that will improve their health and general well-being through education, and provision of coordination of care and services.

Job Requirements:

- Ability to effectively engage and establish connections with diverse populations.
- Bachelor's degree in human services or demonstrated experience in social services
- Knowledgeable of social service programs
- Demonstrated interest/skills in human services
- Strong oral and written English language skills
- Strong organizational skills
- Ability to effectively learn and use multiple technologies and software.
- Offer of employment contingent upon acceptable background check
- Willing to complete CHW certification within 6 months of employment
- Willing to complete Fall Prevention training within 6 months of employment

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate assistance to persons in need
- Ability to effectively deal with complex issues
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:

A. To support and facilitate the lift assist partnership with Sioux Falls Fire Rescue

1. Coordinate referral services through SFFR.
2. Complete in-home visits to clients.
3. Provide scheduled outreach calls to program participants.
4. Complete necessary forms and documentation for each call and visit.
5. Be knowledgeable and current about community resources.
 - a. Resource coordination
6. Health Promotion and Education
 - a. Providing information and education to clients
7. Maintain positive relationship with internal and external partners.
8. Implement program policies and procedures in accordance with the Helpline Center's policies and procedures
9. Complete and Provide required reports.
10. Track data.
 - a. Complete evaluation documents in an accurate and timely manner

B. Respond to inbound calls/texts to the Connection Center

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls/texts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls/texts following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls correctly into computer tracking system according to procedure.
7. Complete suicide and community surveys according to procedure.
8. Ask callers for suicide follow-ups and community surveys according to procedure.
9. Identify active callers and follow appropriate directives as listed in the active caller profiles.
10. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.
11. Help provide coverage or other needed assistance during times of disaster.

C. Maintain awareness of Helpline resources

1. Attend all scheduled staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and national directories during each shift worked.

E. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programs.
3. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide high level of customer service.

F. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Hourly full-time position. Includes day, limited evening and weekend hours. Will include coverage of holidays and on-call.

Employee

Date

Supervisor

Date
