



# City of Tempe

## COMMUNITY HEALTH WORKER

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	666	<i>Department</i>	Community Health and Human Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Crisis Intervention Specialist
<i>Safety Sensitive / Drug Screen</i>	Yes	<i>Physical:</i>	No
<i>Initial Probation:</i>	1 year		

Click [here](#) for more job classification information including current salary range.

### REPORTING RELATIONSHIPS

Receives general supervision from the Community Health Programs Manager or designee.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two (2) years of experience with patient navigation, care management, or direct service provision to patients in a community health/outreach, and/or healthcare setting. Bilingual in Spanish preferred.
<i>Education:</i>	High school diploma, GED or equivalency.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Possession of a valid driver’s license.</li> <li>• Possession of valid Community Health Worker (CHW) certification issued by the State of Arizona.</li> </ul>

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To assist individuals and families in addressing social determinants of health to improve access to care and overall health outcomes, implement health education programs, conduct community outreach, and coordinate with regional partners to enhance health for community members.

### OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide individualized care coordination, health education, and social support to clients with chronic health conditions.

- Refer and connect clients to unmet social determinants of health such as healthcare, mental health services, substance misuse treatment, financial assistance, and other services and supports as applicable.
- Assist clients in navigating the healthcare system, understanding health care plans and instructions, and addressing barriers to care.
- Assist clients in completing the necessary forms and applications to obtain services or community resources. Assist with benefits enrollment and coordinate with providers to ensure timely referral to service providers.
- Communicate with diverse populations about health programs in a sensitive and culturally competent manner.
- Advocate for clients to ensure access and compliance with healthcare and human services programs.
- Coordinate, plan, and conduct health education and promotion programs and classes and assist with health screenings in the community.
- Distribute and conduct client and community health assessments. Collect and report assessment data in a timely manner, following City, funder and HIPPA guidelines.
- Engage in community outreach activities including presentations, participation in community health fairs, as part of city outreach efforts, and other assigned activities.
- Build and maintain positive relationships and effective communication with clients, service providers, case managers, agency representatives, and regional collaboratives to ensure successful client and program outcomes.
- Maintain client and program data, ensuring that required program reporting is completed within designated timeframes, while adhering to City, funder, and Health Insurance Portability and Accountability Act (HIPAA) guidelines.
- Perform related duties as assigned.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective December 2024.*

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Community Health Worker**

**Job Code: 666**

	Never	Occas.	Freq.	Contin.
ENDURANCE / ENVIRONMENT / MOVEMENT	0% of time	1-35% of time	36-65% of time	66-100% of time
Sit			x	
Stationary / Stand			x	
Move / Traverse		x		
Machinery*	x			
Electrical*	x			
Power Tools*	x			
Hand Tools*	x			
Personal Protective Equipment*	x			
Respirator*	x			
Airborne Chemical Exposure	x			
Airborne Biological Exposure	x			
Computer Software				x
Physically handling of chemicals	x			
Indoors				x
Outdoors		x		
Around, in or on water	x			
Extreme Heat		x		
Extreme Cold		x		
Office Setting	x			x
Confined Spaces	x			
Excessive Noise**	x			
Heights	x			
Sewage Exposure	x			
Bodily Fluid or bloodborne pathogen exposure	x			
Bend / Stoop / Twist		x		
Crouch / Squat		x		
Kneel / Crawl	x			
Above Shoulder Level		x		
Below Shoulder Level		x		
Repetitive Arm Use		x		
Repetitive Wrist Use				x
Repetitive Hand Use				x
Climb Stairs / Ladders	x			
Neck Range of Motion		x		
Traverse Uneven Surface	x			
Traverse Even Surface	x			

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	x	
Will this vehicle require a Commercial Drivers License?		x

VISION REQUIREMENTS	YES	NO
<b>Close</b> (clear vision at 20 inches or less)		x
<b>Distance</b> (clear vision at 20 feet or more)		x
<b>Color</b> (ability to identify and distinguish colors)	x	
<b>Depth Perception</b> (three-dimensional vision, ability to judge distances and		x
<b>Peripheral</b> (ability to observe an area that can be seen up and down or to the		x
<b>Ability to adjust focus</b> (ability to adjust the eye to bring an object into sharp focus)		x

Maximum LIFT / CARRY	Lift	Carry	Maximum PUSH / PULL	Push	Pull
5-25lbs	x	x	5-25lbs	x	x
26-50lbs			26-50lbs		
51-75lbs			51-75lbs		
76-100lbs			76-100lbs		

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
<b>Machinery:</b> bucket truck, riding mowers, backhoe etc.
<b>Electrical:</b> wiring, outlets, fuses etc.
<b>Power Tools:</b> push mowers, jackhammers, drills, chainsaw etc.
<b>Hand Tools:</b> hammers, wrenches, shovels, wheel barrels, saws etc.
<b>Personal Protective Equipment:</b> Tyvek coveralls, hard hats, fall protection harness etc.
<b>Excessive Noise</b> exists when you raise your voice to communicate with someone who is 3 ft away.
<b>Respirators:</b> 1/2 face or full-face cartridge.
<b>Hepatitis A and Hepatitis B</b> vaccinations are offered to employees in the OSHA bloodborne pathogens

*\*\*Hearing test is required*