



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 22-150

POSITION: **Community Health Outreach Worker I** OPENING DATE: **09/19/2022**
NO. OF VACANCIES: **1** CLOSING DATE: **09/30/2022**
SALARY: **\$22,998.56 P/A**
PAY GRADE: **03/01**
The salary given will be determined by the qualifications of the appointee.
LOCATION: Maternal, Infant, Child, & Adolescent Health (MICAH) Programs, Population Health Services
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK:

Under the general supervision of the MICAH-Children with Special Healthcare Needs Program Manager, the employee in this position will provide case management and services coordination for families of children ages 0 to 3 years who are identified with special healthcare needs, disability, or developmental delays. The incumbent will adhere to CHCC policies, approved activities, and conduct early childhood screenings, service and Individual Family Service Plan (IFSP) evaluations, coordination of medical provider and specialty clinic appointments, and referrals to other programs and services. The position works to promote health resource sharing, partnership development, education, outreach, health promotion, and disease prevention strategies among families with children who have special healthcare needs (CSHCN) and will work in partnership with CHCC medical providers in ensuring primary and preventive care, care coordination, and case management for CSHCN. Under the general supervision of the Program Manager, the outreach worker provides a critical role in extending health care delivery after the patient's clinic visit. This individual, works closely with medical providers, primary care teams, and social services agencies to provide short term care coordination and connection to resources and support to program clients to improve their health and general well-being through education and provision of coordination of care and services. This individual will assist in receiving referrals to the Program from internal and external healthcare providers and partner agencies. Under the general supervision of the assigned Program Manager/Coordinator, the outreach worker provides a critical role in the delivery of CNMI healthcare services that may include medication management, home or field visits, etc. and in care coordination services that extend after the initial patient/client visit. This individual works closely with CHCC and external healthcare providers and programs/clinics to facilitate access to care, resources, and services to improve the health and wellbeing of patients/clients.

DUTIES:

1. Referrals/Patient navigation

- Conduct eligibility screenings, assessment of patient financial requirements, and counseling patients on insurance benefits and copayments; including what programs are available that they may be eligible for (e.g. WIC, Medicaid, Social Security Income, Nutrition Assistance Program (NAP), etc.) and other health related services (Tobacco --- Cessation, Family Planning, HOME Visiting, Immunization Program).
- Continuously expands knowledge and understanding of community resources and services.
- Facilitates client access to community resources, including locating housing, food, clothing, prenatal classes, parenting, and providers to teach life skills, and relevant mental health services.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job related medical condition or disability, or any legal protected status.

- Assists clients in utilizing community services, including scheduling appointments with social services agencies and assisting with completion of applications for programs for which they may be eligible.
 - Report incidences of child or elder abuse, neglect, or threats of harm to authorities, as required by mandated reporting laws.
 - Conduct appropriate intake, screening, and registration processes for assigned programs/clinics.
 - Engage in active partnerships to keep current with key stakeholders of agencies and organizations addressing housing, food, utilities, transportation, education, vocational, healthcare, and other essential services that promote health, safety, and patients/client's quality of life.
 - Coordinate, conduct, monitor, and assist in referral processes to and from assigned programs/clinics and external partners.
 - Comply with all Federal and local laws addressing confidentiality, ethics, and mandatory reporting laws (child or elder abuse and neglect, etc.).
- 2. *Health education & community awareness (culturally-tailored)***
- Provides relevant health education and information to patients/clients at CHCC or in the community
 - Develops community awareness materials to market screening, diagnostics and treatment, and preventative services at CHCC.
 - Utilize and help develop information awareness messages specific to program needs utilizing print, radio, and social media platforms.
 - Disseminate health information materials to internal and external partners and stakeholders.
 - Participate in evaluation of health education and community awareness materials and activities.
- 3. *Case management and direct patient care/services***
- Develop plans or formal contracts for individuals, families, or community groups to improve overall health.
 - Conducts patient follow-up activities to prevent loss to follow-up and assists in locating patients who have been lost to follow-up.
 - Assists clients in meeting compliance requirements for recommended services.
 - Conduct health screenings and provide medication, if applicable.
- 4. *Data entry and documentation***
- Documents all patient encounters in the Electronic Health Records and/or the National Electronic Disease Surveillance System, or other database, as needed.
 - Updates and maintains surveillance and reporting systems.
 - Maintain updated client records including plans, contact notes, appropriate forms, or related information, as needed.
- 5. *Partnership***
- Works closely with internal partners and medical providers to help achieve desired patient outcomes.
 - Work with partners and stakeholders to conduct community and target population needs assessment activities.
 - Advocate for individual or community health needs with government agencies or health service providers.
- 6. *Professional development***
- Participates in professional development, meetings, trainings and conferences pertinent to the Programs.
 - Works to coordinate in-service presentations and other public health training related for program partners and stakeholders.
- 7. *Other***
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: High School Diploma or equivalent certification of basic adult education accomplishment.

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Experience: One (1) year work related experience including counseling, health education, home visit, care coordination. Have experience working with different ethnic/cultural individual groups.

LICENSES/ CERTIFICATIONS: None.

KNOWLEDGE:

- Knowledge in using Microsoft Word, Excel, PowerPoint. Knowledge in creating program related social media campaigns/posts.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Clerical – knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

SKILL:

- Skills in demonstrating sensitivity to the effects of culture and ethnic background on health issues.
- Active Listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — talking to others to convey information effectively.
- Service Orientation — actively looking for ways to help people.
- Technology – experience or willingness to learn the use of electronic health record and Microsoft Office software.

ABILITIES:

- Ability to work independently as well as to function effectively and collaboratively in a team environment.
- Attention to Detail — job requires being careful about detail and thorough in completing work tasks.
- Dependability — job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Concern for Others — job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

CONDITIONAL REQUIREMENTS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Covered**”, or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm, however facility hours are 24 hours / 7 day per week. The **Community Health Outreach Worker I** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security; subject to funding availability through federal funds awarded to the *Maternal & Childhealth Services* not to exceed 09/30/2022.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

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OTHERS:

This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1 Lower Navy Hill Road, Navy Hill, Saipan, MP, 96950

Operation Hours: Monday through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 233-8756

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