



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

Promotional Announcement

EXAMINATION ANNOUNCEMENT NO. 24-155

POSITION: **Community Health Outreach Worker III** OPENING DATE: **10/29/2024**
NO. OF VACANCIES: **1** CLOSING DATE: **11/06/2024**
SALARY: **\$30,823.52 P/A**
PAY LEVEL: **05/01**
The salary given will be determined by the qualifications of the appointee.
LOCATION: Health Disparities Program,
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK

Under the general supervision of the Program Coordinator, the Community Health Worker III (Team Lead) provides a critical role in the prevention of the spread of diseases by ensuring that risk factors are identified and patients or clients provided with or referred for needed treatment or preventive screening and/or services. The incumbent will lead a team of Community Health Workers to conduct outreach and mobile clinic events throughout the CNMI and will work closely with the CHCC outpatient clinics and Population Health Services to ensure that clients/ patients serviced maximize available programs.

DUTIES:

Referrals/Patient navigation

- Assist in referrals for social services or community programs (e.g. WIC, Medicaid, Social Security Income, Nutrition Assistance Program (NAP), etc.) and other health related services (Tobacco Cessation, Family Planning, HOME Visiting, Immunization)
- Directs or refers patients and community members to appropriate community agency partners.
- Report incidences of child or elder abuse, neglect, or threats of harm to authorities, as required by mandated reporting laws.

Health education & community awareness (culturally-tailored)

- Provide relevant health education and information to patients at CHCC or in the community.
- Develop 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.

Case management and direct patient care/services

- Develop plans or formal contracts for individuals, families, or community groups to improve overall health.
- Conduct patient follow-up activities to prevent loss to follow-up and assists in locating patients who have been lost to follow-up.
- Assist clients in meeting compliance requirements for recommended services.
- Conduct health screenings and provide medication, if applicable.

Data entry and documentation

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.

- Document all patient encounters in the Electronic Health Records or other database, as needed.
- Update and maintain surveillance and reporting systems.
- Maintain updated client records including plans, contact notes, appropriate forms, or related information, as needed.

Partnership

- Work closely with internal and external 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.

Professional development

- Participate in professional development, meetings, trainings and conferences pertinent to the program.
- Work to coordinate in-service presentations and other public health training related for program partners and stakeholders.

Supervision

- Supervise Community Health Workers (I or II)
- Assess staff performance and provide feedback.
- Ensure that staff supervised receive necessary information regarding organizational updates, policies, and other relevant information or training to safely perform job duties and responsibilities.
- Ensure that annual performance reviews are completed.
- Notify department lead or manager and HR regarding issues that may arise that involve break in organizational policies or protocol.
- Monitor staff time and attendance.

Other

- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

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

Experience: At least five (5) years of related experience including counseling, health education, home visit, and care coordination. Experience working with different ethnic/ cultural individual groups. Must have successfully completed all trainings established by the program, if it is required.

Licenses/Certifications: Must have a valid CNMI driver's license

Other: Ability to work independently as well as to function effectively and collaboratively in a team environment. Skills in demonstrating sensitivity to the effects of culture and ethnic background on health issues. Knowledge in using Microsoft Word, Excel, PowerPoint. Knowledge in creating program related social media campaigns/ posts.

KNOWLEDGE/SKILL/ABILITY:

- 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.
- 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.

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- 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:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” 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. 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 CNMI CHCC Health Disparities Project not to exceed 05/31/2025.*

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.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources
 Commonwealth Healthcare Corporation
 1178 Hinemlu’ St., Garapan, 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) 234-8951 ext. 3416/3410/3427/3583
 Trunk Line: (670) 234-8950
 Fax Line: (670) 233-8756
 10/29/24 src

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.

****Promotional Announcement is open only to current employees of the Commonwealth Healthcare Corporation****