

POSITION: Community Health Worker (CHW)

DATE: 07/2026

DEPARTMENT: Case Management

Position Summary:

The Community Health Worker (CHW) is a frontline public health professional who serves as a trusted liaison between patients, the hospital care team, and community-based organizations. The CHW screens patients for Health-Related Social Needs (HRSN), facilitates referrals to community and health resources, supports care coordination, and conducts community outreach to improve health outcomes and reduce avoidable utilization.

This position is embedded within the hospital setting and works closely with patients, clinical, case management, and population health teams to address social drivers of health and advance health equity.

Position Accountabilities:

1. Screening

- Conduct standardized Health-Related Social Needs (HRSN) screenings, including food insecurity, housing instability, transportation barriers, utility needs, interpersonal safety, and nicotine use (including adolescents ages 13–17).
- Identify patients who may benefit from chronic disease management and prevention programs (e.g., weight management, Diabetes Prevention Program (DPP), tobacco cessation).
- Utilize hospital-approved screening tools and motivational interviewing techniques to assess patient strengths, goals, and barriers.
- Document all screenings and patient interactions in the electronic health record (EHR) and designated data systems.

2. Referrals

- Provide referrals to internal hospital services and external community-based organizations.
- Assist patients in navigating and enrolling in community resources and public benefit programs (e.g., SNAP, Medicaid, My Life My Quit).
- Conduct closed-loop referral follow-up to ensure successful connection to services and address barriers.
- Reinforce discharge plans, medication adherence, follow-up appointment scheduling, and transportation coordination as appropriate.
- Collaborate with care managers, social workers, nursing staff, and providers to support patient-centered care plans.

EASTERN OKLAHOMA MEDICAL CENTER
Position Description

POSITION: Community Health Worker (CHW)

DATE: 07/2026

DEPARTMENT: Case Management

- Track referral outcomes, support quality improvement efforts, and submit required internal reports as well as monthly reports to the Oklahoma Hospital Association in accordance with program guidance.
- 3. Adheres to infection control and safety guidelines, standards of care, federal/state laws and regulations, and confidentiality/HIPAA procedures.
- 4. Other duties as assigned.

POSITION QUALIFICATIONS:

Minimum Education	High school diploma or equivalent required; Associate's or Bachelor's degree in public health, social work, or related field preferred.
Experience	Experience working in community health, social services, or healthcare settings preferred.
Required Courses/Training	Within the first year of work, obtain certification as a Community Health Worker by completing applicable training or after 1,000 working hours, whichever comes first
Required Qualifications	Strong knowledge of local community resources and social service systems. Excellent communication, interpersonal, and organizational skills. Ability to work effectively with diverse populations and demonstrate cultural humility.
Preferred Qualifications	Experience with electronic health record systems. Bilingual or multilingual skills reflective of the community served. Experience working in rural healthcare settings
Core Competencies	Cultural responsiveness and humility Patient advocacy Trauma-informed approach Confidentiality and professionalism Team collaboration Resource navigation expertise
Working Conditions:	May be exposed to a variety of healthcare settings, including clinical, office or maintenance environments. Stressful, pressure, and frustrations related to ill patients and stressed family. Subject to exposure to all environmental hazards associated with hospital work.

EASTERN OKLAHOMA MEDICAL CENTER
Position Description

POSITION: Community Health Worker (CHW)

DATE: 07/2026

DEPARTMENT: Case Management

Activity:

Sitting	Occasionally 1-33%	10% of Working Hours
Walking	Continuously 67 – 100%	80% of Working Hours
Standing	Continuously 67 – 100%	20% of Working Hours
Bending	Frequently 34 – 66 %	30% of Working Hours
Squatting	Occasionally 1-33%	10% of Working Hours
Climbing	Occasionally 1-33%	10% of Working Hours
Kneeling	Occasionally 1-33%	10% of Working Hours
Twisting	Occasionally 1-33%	10% of Working Hours
Lifting 0-50 lbs.	Frequently 34-66%	30% of working Hours
Lifting 50+ lbs.	Frequently 34-66%	30% of working Hours
Carry 0 – 50 lbs.	Occasionally 1 – 33 %	10 % of working Hours
Carry 50+ lbs.	Occasionally 1 – 33 %	10 % of working Hours
Pushing 0 – 500 lbs.	Frequently 34 – 66 %	10 % of working Hours

Other Requirements:	• Subject to electrical and flammable/explosive gas hazards. • May be exposed to infectious and contagious diseases. • May be in contact with patients under a wide variety of circumstances. • Able to handle emergency or crisis situations. • May occasionally be subjected to irregular hours. • May be exposed to respiratory risks and safety sensitive situations. • May be required to wear protective equipment as necessary. • Possesses problem solving skills of the type and at a level necessary to accomplish the job. • Demonstrates good time management and organizational skills.
Visual and Hearing Requirements:	Yes--Must be able to see with corrective eye wear Yes--Must be able to hear clearly with assistance

Health Care Professional Acknowledgement:

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the department change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

EASTERN OKLAHOMA MEDICAL CENTER
Position Description

POSITION: Community Health Worker (CHW)

DATE: 07/2026

DEPARTMENT: Case Management

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Date

Employee Signature

Employee Printed Name