

## **COAST COMMUNITY HEALTH CENTER**

**Position:** Community Health Worker (Wellness Coach)  
**Reports To:** Chief Medical Officer (Medical Director)  
**Position Classification:** Position is 1.0 FTE-Hourly, Non-Exempt. requires 40 hours per week.

The Wellness Coach shall be a core member of the interdisciplinary Patient Centered Primary Care Team to provide support to patients and the care team in helping to facilitate and empower patients to engage in their own health.

### **Accountabilities Include:**

#### **Performs Essential Job Duties**

- Collaborate with patients and care teams to provide support and increase knowledge and understanding of health condition
- Work with patients to increase knowledge of health condition
- Assists patient in identifying primary “agenda” for their visits with care team members
- Ensures that the patient understands recommendations from team members using engagement and teaching methods, follow-up and supportive communication.
- Assists patient in understanding goals related to care team recommendations
- Supports focus on wellness promotion and provides education regarding preventative care measures in collaboration with the primary care team.
- Provides screening support to provide necessary data to appropriate care team members for referral and treatment (examples: SBIRT, PHQ).
- Instill confidence and support patient in engaging in self-management skills utilizing motivational interviewing and ability to assess patient readiness to change.
- Asks patient what they are willing and able to do and actively engages the patient in their care
- Utilizes trauma informed care practice of engagement with patients: Ask a patient what’s happened to you rather than what’s wrong with you.
- Supports patient in participatory relationship with care team.
- Supports patient in identifying self-management goals and developing customized plan with care team including goals and plan of action.
- Assists patient in identifying small steps toward goals (behavior change action plan).
- Encourages patient to participate in shared decision making with care team to enhance adherence to treatment plan and medications schedules.
- Works with patients and team to identify barriers to wellness; manages accountability and progress with patient in follow up phone calls, and with individual or group coaching sessions.
- Ensure patients receive the right services at the right time.
- Supports patient and team to identify and advocate for referral to additional services (internal or external)
- Coordinates and communicates care needs effectively with patient, service delivery partners, primary care team members to ensure holistic plan of care.
- Determines and provides relevant community and/or health care resources that help support theory of change and effective and efficient utilization of health care.
- Promotes and refers to wellness services as appropriate.

#### **Supportive Interaction for Patient Referrals:**

- Refers patients to appropriate level of care for mental health services (assessment, diagnosis, treatment and medication management)
- Assists in referrals to substance use disorder treatment staff.
- Provide basic assist and intervention to a person at risk for suicide, or domestic violence and identify safety plan and refer to appropriate services.

- Provide acute support to patients in crisis and refer to appropriate level of care.
- Completes required training designated on orientation checklist within 6 months of hire (i.e. motivational interviewing, trauma informed care, mental health first aide etc.).
- Annually completes mandatory and role-based competencies (refer to competency checklists)
- Engages in group supervision with Behavioral Health and Substance Use Staff.
- Ensures clear concise documentation within in scope of practice and in alignment with internal policies.
- Maintain Wellness Coach competencies.
- Other duties as assigned.

**Collaborative Involvement:**

This position will collaborate closely with, and participate in, certain trainings and ongoing resource sharing with the Outreach Team and serve as a liaison between the clinical team and Outreach Team to embed patient support information into the support for patient care with the clinical team.

- Refer patients appropriately to the Outreach & Enrollment Team for Medicaid and Medicare application assisting, and coordination of social service referrals which are beyond the direct scope of the Wellness Coach, or in situations where the Outreach Team is the most appropriate source of assistance to the patient.

**Customer Service:** Develops and maintains professional, support-oriented working relationships with patients, team members, and community partners. Demonstrates continuous improvement in achieving “developing” and “fully competent” levels of Coast CHC’s standard of care policies and workflows.

**Qualifications:**

Must be able to interact with a variety of individuals at various levels under stressful circumstances while exercising sound judgement, tact, and diplomacy; work productively both independently and in a team setting; communicate with clarity, both verbally and in writing to groups and individuals.

**Education and/or Experience:**

Required:

- Minimum: High School Diploma
- Three to five years of experience in a primary care or medical setting, or social services field working directly with patients in providing referral, outreach, resource information.
- Knowledge of clinical terminology, preferably in a medical assistant, LPN, RN capacity.
- Excellent interpersonal communication and problem-solving skills
- Strong computer literacy, internet accessible, online form entry, fluid in working with electronic medical records and patient management systems.
- Skills to intervene and promote reconciliation, compromise and positive outcomes in difficult interactions
- Skilled at using electronic health records as applicable to area of work (eClinicalWorks, State OHP application assistance, other local and regional sites used to assist patients)
- Strong desire to learn, grown and continue with professional education relative to job duties.

Preferred:

- Bachelor’s degree in health education, nursing, health promotion, social work, nutrition, psychology, athletic training or education.
- Certification in health coaching, alcohol and drug counseling, and/or other health care related certification.
- Basic knowledge of adult learning models
- Must have the ability to add, subtract, multiply, use percentages, fractions, decimals, interpret numeric graphs and apply basic algebra, geometry and statistics.
- Must have the ability to understand confidential document security from a legal perspective and effectively deal with a variety of abstract and concrete variables.

**Language Skills:**

Must have the ability to communicate with clarity, both verbally and in writing; read, analyze, and interpret complex documents, regulations, policies, and procedure manuals; and create professional business documents.  
Required: English Preferred: Spanish

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls, and equipment, Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds. This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

Employee Signature:

Date: