

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title: Community Outreach Worker
Department: Marketing
Reports To: Outreach, Enrollment, and Retention Supervisor
EEOC: Service Worker
FLSA Status: Non-Exempt

Summary

ChapCare, a growing Medical Group provider to residents of the greater Pasadena area and San Gabriel Valley, is seeking a qualified Community Outreach Worker. Candidate for the position will be a strong leader for patient recruitment, enrollment, and retention that advances patient access to agency services. The Community Outreach Worker will be accountable for monitoring, analyzing, and reporting activities against established goals.

ChapCare's Expectations of all Employees

- Adheres to all of ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities:

- Identifies/researches outreach locations for presentations
- Liaisons with community agencies to support development of an outreach calendar
- Drives financial results through the implementation of the outreach and enrollment plan for designated area
- Provides outreach presentations and distributes patient recruitment materials (i.e. brochures, fliers) at community locations and to individuals in the community to increase patient volume and health center revenue
- Counsels community members on their healthcare options (including Medi-Cal, Covered CA, and the Los Angeles County My Health LA Program), including the provision of health insurance screenings via the web-based screening tool.
- Helps community members complete health insurance application/submission for Medi-Cal, Covered CA, and the Los Angeles County My Health LA Program at a number of points-of-entry (including health insurance enrollment shop (s), at enrollment events, and in the health center setting)
- Adhere to all policies as set forth by Medi-Cal, Covered CA, and the Los Angeles County My Health LA Program
- Utilize Web based database system to enter and track outreach activities
- Supports follow-up with clients to ensure that they have activated their coverage (via payment to Covered CA or selection of a health plan and primary care provider via Medi-Cal)
- Supports retention activities for clients who have chosen ChapCare as their primary care provider.
- Attending in state and out of state conferences may be required.
- Other activities assigned as required

Employee Name: _____

Job Title: Community Outreach Intern	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking		X		
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand <u>R</u> L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	

Weight	LIFTING					Height	CARRYING				
	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+			Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs			X			40"			X		25 ft_
11-25 lbs		X				40"		X			25 ft
26-50 lbs	X					_____	X				_____
51-75 lbs	X					_____	X				_____
78-100 lbs	X					_____	X				_____

100+ lbs	X				_____
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X				_____
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Describe the heaviest item required to carry and the distance to be carried:
 A box of office supplies that can include paper, pens, etc. or supplies to and from company or external events for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

1. Working with Bio-hazards such as blood borne pathogens, sewage? NO X YES _____
2. Exposure to radiation? NO X YES _____
3. Other : _____

Acknowledgement of Receipt

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature: _____ Date _____