



Organizational Profile	Mission: "North Country Health Consortium leads innovative collaboration to improve the health status of the region." The North Country Health Consortium (NCHC) is a rural health network, created in 1997, as a vehicle for addressing common issues through collaboration among health and human service providers serving Northern New Hampshire.		
Job Title:	Community Health Worker/Recovery Coach (CHW/RC)- AskPETRA Call Center and Direct Service		
Program Area:	Community Programs- PETRA	Shift: (if applicable)	Day, occasionally weekends or evenings
Location: Primary	Littleton	Travel Required:	Travel Required local/regional
Employment Status:	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Salaried/Exempt <input checked="" type="checkbox"/> Hourly/Non-Exempt	Employment Type:	<input checked="" type="checkbox"/> Employee <input type="checkbox"/> Internship <input type="checkbox"/> Other _____
Supervises Others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Reports to:	Recovery Support Manager and Program Manager

Job Description: Rev. 10.2.23

ESSENTIAL FUNCTIONS

COMMUNITY HEALTH WORKER/RECOVERY COACH- DIRECT SERVICES

- **Provide Direct Client Services**
 - Identify needs via phone, mail or in-person visits (or at referral location)
 - Promote wellness; prevention; education; connection; and personal recovery planning
 - Monitor progress, reidentify needs as applicable
 - Improve access to treatment, reduce overdose rates, provide community education to increase knowledge and understanding of addiction, and enhance sober living skills
 - Assist in building recovery supports and resources
 - Operate in compliance with applicable Federal, State, and other regulations and adhere to organizational and programmatic policies and procedures
- **Client Record Keeping**
 - Maintain updated referral forms, releases
 - Record plans, notes, and encounters in NCHC's Apricot care coordination system
- **Client Capacity Building (Improving skills, knowledge, and resources)**
 - Education for self-referrals to community resources/services
 - Promote self-advocacy
 - Supply applicable education materials
 - Information on culturally appropriate available community resources/services
 - Map communities to help locate and support needed services
 - Link to applicable community resources/services
- **Bridge the gap between community and the health and social service systems**
 - Educate the health and social service systems about recovery related community needs
 - Provide feedback for improving service accessibility and acceptability
 - Establish better communication processes
 - Attend area resource meetings
 - Build relationships with community members, first responders and law enforcement, and other applicable organizations
- **Navigate the health and human services system**
 - Increase access to treatment through culturally competent outreach and enrollment strategies
 - Facilitate continuity of care by providing follow-up
- **Client Advocate**
 - Advocate, articulate and clarify the individual's needs, when applicable
 - Empower clients to advocate for themselves
 - Encourage client to be a resource in their recovery
 - in NCHC's Apricot care coordination system
- **Community Capacity Building**
 - Facilitate recovery wellness
 - Address social determinants of health

CHW/RC- AskPETRA Direct Service and Second Tier

- Address community needs
- Mentor other CHW/RCs
- Seek professional development

ASKPETRA CALL CENTER

IN ADDITION TO THE PREVIOUS ESSENTIAL FUNCTIONS, SERVE AS SECOND TIER RESPONDER FOR CALL CENTER COMMUNICATION

- **AskPETRA Program Support Services**
 - Provide support to individuals and organizations accessing the AskPETRA program, including being responsive to all Call Center communication modalities as the second-tier position, including phone, texting, web chat, and email, as scheduled
 - Make appropriate and informed connections to resources, services, and information for Call Center users
 - Ensure follow-up processes and protocols are followed
 - Work collaboratively with other AskPETRA and CHW/RC staff to address concerns and needs to ensure effective services and operations
 - Operate in compliance with applicable Federal, State, and other regulations and adhere to organizational and programmatic policies and procedures
- **Record Keeping**
 - Maintain updated Call Center records with encounters, follow-up plans, notes, and appropriate forms for referrals, etc. in NCHC's Apricot care coordination system
 - Ensure documentation for distribution materials and other outreach
- The North Country Health Consortium is a public health organization and, as such, employees are considered "essential employees" in circumstances when a state or federal "state of emergency" has been declared. Employees may be temporarily re-assigned or required to participate in public health activities in the community, as needed.
- Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

MINIMUM QUALIFICATIONS:

High School Diploma/GED or higher recommended with experience in:

- Community organizing
- Knowledge of the community
- Coordinating Care
- Working with the public
- Knowledge of the recovery community

Certification:

Community Health Worker Training Certificate or willingness to be trained and achieve CHW Training Certificate.
Recovery Coach Training Certificate or willingness to be trained and achieve Recovery Coach Training Certificate (may be provided North Country Health Consortium).

SPECIAL QUALIFICATIONS: Possession of a Valid New Hampshire Driver's License, a reliable vehicle, and proof of automobile insurance coverage. Position requires consistent high-speed internet and ability to be responsive to incoming communication, in all modalities.

COMPETENCIES

- All competencies as required by applicable licensing board, for licenses held by applicant.
- **Fostering Teamwork:** As a team member, the ability and desire to work cooperatively with others on a team; the ability to demonstrate interest, skill, and success in getting groups to learn to work together.

CHW/RC- AskPETRA Direct Service and Second Tier

- **Attention to Communication:** The ability to ensure that information is passed on to others who should be kept informed.
- **Oral Communication:** The ability to express oneself clearly in conversations and interactions with others.
- **Written Communication:** The ability to express oneself clearly in organization writing.
- **Persuasive Communication:** The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.
- **Interpersonal Awareness:** The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.
- **Building Collaborative Relationships:** The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
- **Customer Orientation:** The ability to demonstrate concern for satisfying one's external and/or internal customers.
- **Analytical Thinking:** The ability to tackle a problem by using a logical, systematic, sequential approach.
- **Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.
- **Initiative:** Identifying what needs to be done and doing it before being asked or before the situation requires it.
- **Thoroughness:** Ensuring that one's own and others' work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.
- **Self Confidence:** Faith in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition.
- **Stress Management:** The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.
- **Personal Credibility:** Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.
- **Flexibility:** Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things.

PHYSICAL CHARACTERISTICS

Physical activity demands include regular requirements for standing, walking, lifting objects up to 25 pounds, and ability to use hands to control objects such as keyboards and telephones. The position does not normally involve exposure to biohazards or other materials for which universal safety precautions apply.

ADDITIONAL NOTES

- Maintains confidentiality
- Acts with personal, professional, and behavioral integrity
- Demonstrates accountability for actions
- Follows policies consistently

Employee Signature:	Print	Sign	Date	
Supervisor Signature:	Print	Sign	Date	