

### **COMMUNITY HEALTH WORKER SUPERVISOR**

**DEFINITION:** Under general supervision, performs supervisory and administrative work of considerable difficulty in administering and supervising a service unit charged with providing health care and culturally appropriate health education to elderly, ill, disabled or high risk clients in a home setting; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Supervises, assigns and directs the work of Community Health Workers; evaluates the work of assigned staff; participates in the development of standards and program policies and procedures; coordinates service unit activities with other health providers and community groups; evaluates impact of program services on health problems and community development; assists in development of program plans; ensures compliance with Navajo Nation and program policies and procedures; provides guidance and assistance in resolving issues on difficult cases; reviews and compiles required reports.

Initiates and coordinates services with tribal, state, Indian Health Service and other health resources; maintains effective liaison with health organizations and community officials; participates in case staffing with health services providers; performs case management; develops and monitors schedule for subordinates to provide services and education; provides counseling on new prevention methods; conducts in-service training for staff and clients; ensures compliance with care plan and sets standards for community health workers to conduct joint home visits with health providers; assists in the development of care plans and field investigations; conducts field and client charting and case management audits; assures that patient care component (PCC) information is entered into automated data system; monitors high risk and chronic clients; facilitates group discussions at chapters.

Recommends the selection, promotion and separation of employees; performs new personnel orientation; conducts performance appraisals and takes necessary or corrective action as appropriate; identifies training needs for the staff and provides or coordinates appropriate training; ensures that staff maintain current certification; enforces policies and procedures; works with local, state and federal programs to develop and strengthen partnerships; recommends staff development training; monitors field activities by conducting site visits; attends meetings, training, conferences and in-service workshops; may perform the duties of a Community Health Worker and Senior Community Health Worker.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of supervisory principles and techniques.

Knowledge of management, supervision, administration and planning.

Knowledge of basic care coordination and community resources.

Knowledge of preventive health approaches and the design of preventive medical and educational interventions.

Knowledge of communicable diseases and prevention.

Knowledge of applicable health related regulations, policies and procedures.

Knowledge of various methods of providing home care and/or home health aide services.

Knowledge of the principles and practices of providing health education services.

Skill in diagnosing various health and disease issues affecting the Navajo Nation.

Skill in interacting with clients with poor health practices and helping them to improve their health.

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Skill in providing counseling and care to clients.  
Skill in providing group presentations to students, the public and clients.  
Skill in utilizing computer databases to research, maintain and update records.  
Ability to prioritize, multi-task and critical thinking.  
Ability to communicate effectively in both orally and in writing.  
Ability to write clear and concise reports.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves moderate effort in traveling long distance throughout the Navajo Nation to provide health services.

**MINIMUM QUALIFICATIONS:**

- An Associate's degree in Health, Nursing or closely related health field; and three (3) years of work experience providing case management or patient care, one (1) year of which must have been in a supervisory capacity.

**PREFERRED REQUIREMENTS:**

- A Bachelor's degree in Nursing, Public Health, Community Health Nursing, Health Care or closely related health field.

**SPECIAL REQUIREMENTS:**

- A favorable background investigation.
- Possess a current Cardiopulmonary Resuscitation (CPR) Certificate and a valid state driver's license.

**Supplemental Requirements:**

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit, a physical examination and a Food Handler's Permit within 90 days of date of hire. Incumbent who possess an Associate's degree must obtain a Certified Nursing Assistant Certificate within one (1) year of date of hire; and obtain and pass annual physical examination.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.