



**Tool:** PCHI® Model Supervisor Role Job Description

**Intent:** Job description which outlines responsibilities, education, and skills needed for the CHW Supervisor role

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## **CHW Supervisor Role**

### **CHW Supervisor general responsibilities:**

- Provides direct supervision for the CHW(s) employed by [name of care coordination agency (CCA)].
- Provides a variety of personnel management functions including recruiting, hiring, training, evaluating, scheduling, and terminating professional and paraprofessional staff through direct supervision and consultation.
- Monitors CHW caseload, delegates referrals received from the PCH, reviews, and provides input on Pathways-based care coordination plan, and signs off on all required CHW documentation within the timeline established by the PCH.

### **CHW Supervisor specific responsibilities:**

- Assigns participants to CHWs and signs off on CHW documentation - completed Pathways, Progress Form, and CHW notes within 5 business days of home visit date.
- Evaluates CHWs' performance in conjunction with the [name of PCH].
- Monitors each CHW's participant charts and meets with the CHW to review participant needs, Pathways and Progress Form completion.
- Assures CHW/RN/SW staff are trained appropriately and provides agency specific training for new employees.
- Accompanies CHWs on home visits as deemed necessary by [name of PCH] and CCA Director.
- Supports the CHW in coordinating services with other health and social agencies.
- Participates in quality assurance and improvement activities for the CCA working under the PCH and ensures compliance with PCHI Certification Standards.
- Provides guidance to CHWs relative to quality improvement processes and procedures recommended by the PCH. Participates in monthly Quality Improvement meetings.
- Assists in planning educational programs for CHWs, related professional training, and community groups to meet needs of personnel, participants, and service providers.

- Attends all required meetings and trainings; i.e., those related to Health Insurance Portability and Accountability Act of 1996 (HIPAA), cultural competence, PCHI® Model training, technology platforms, Fraud, Waste, and Abuse, etc.
- Participates in planning, developing, and evaluating CCA policies/procedures.
- In collaboration with PCH staff and partner CCA Coordinators:
  - Establishes and monitors program processes, forms, and referrals;
  - Ensures policies and procedures are current;
  - Develops, implements, and evaluates practice Quality Improvement projects;
  - Accesses and analyzes pertinent data reports to monitor caseload and track key program data elements and outcomes; and
  - Continually assesses all aspects of the CCA, and makes recommendations for improvement, including operational recommendations.
- Promotes teamwork and good communication among team members.
- Assists in preparation of CCA program budgets as applicable.
- Develops and maintains good working relationships with key individuals at selected state, county and community organizations and agencies.
- Attends any pertinent community or workgroup meetings to provide updates on the PCH work as well as to advocate for gaps identified by social determinants of health screenings to improve health outcomes for residents.
- Adheres to the HIPAA and all related agency requirements to safeguard Protected Health Information (PHI).
- Promotes mental health wellness for CHWs in the form of training and individual coaching or other support services.

### **Education / Experience / Skills**

- Bachelor degree in related field and/or bachelor of Social Work or Nursing; Licensed Social Worker is preferred
- Supervisory experience is required and experience working with CHWs is preferred
- Two (2) to four (4) years recent related experience

- Must have a valid driver’s license.
- Bilingual in English/[other languages as appropriate] is a plus
- General knowledge of medical terminology
- Ability to communicate effectively, function independently, manage time efficiently, organize work flow, and maintain confidentiality
- General knowledge of health and social service resources available in community to help participants achieve outcomes
- Strong analytical and problem-solving skills
- Fill in specific computer applications here, and other computer skills

**Affirmative Action/Equal Opportunity Employer (EOE) statement**

As an EOE, CCA is intentional about its responsibility of maintaining an equitable environment that is inclusive and welcoming. We hire, support, and promote talented individuals using a process that is fair and equitable to all that apply. We believe differences such as age, race, culture, ability, and sexual orientation are valuable and an asset to our organization.

**Signatures**

This job description has been approved by:

CCA Executive Director \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee’s understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_