



<b>Organizational Profile</b>	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.		
<b>Job Title:</b>	<b>Community Health Worker/Recovery Coach (CHW/RC)- AskPETRA Call Center</b>		
<b>Program Area:</b>	Community Programs- PETRA	<b>Shift: (if applicable)</b>	Day
<b>Location: Primary</b>	Littleton	<b>Travel Required:</b>	Travel Required local/regional
<b>Employment Status:</b>	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Salaried/Exempt <input checked="" type="checkbox"/> Hourly/Non-Exempt	<b>Employment Type:</b>	<input checked="" type="checkbox"/> Employee <input type="checkbox"/> Internship <input type="checkbox"/> Other _____
<b>Supervises Others:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Reports to:</b>	Call Center Coordinator and Program Manager

**Job Description: Rev. 9.23.20**

**ESSENTIAL FUNCTIONS**

- **AskPETRA Program Support Services**
  - Provide support to individuals and organizations accessing the AskPETRA program, including being responsive to all Call Center communication modalities, 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
  - Monitor requests for AskPETRA program materials, ensure timely mailing and distribution, and document using the established program tracking tools
  - Maintain and update resource directory information to ensure current information for local resources and services, updated contact information, and current applications for internal and external resources
  - 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
- **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
  - Promote and support all pathways of recovery; including harm reduction
- **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
- **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 within the required timeframe following each contact.
  - 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
- CHW and RC training preferred

### 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 by North Country Health Consortium).

**SPECIAL QUALIFICATIONS:** Possession of a Valid New Hampshire Driver's License and proof of automobile insurance coverage.

### 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.
- **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:	