



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 in Northern New Hampshire.		
Job Title:	Community Health Worker (CHW)		
Program Area:	Community Programs- Ways2Wellness CONNECT	Shift: (if applicable)	Day, occasional nights/weekends
Primary Location:	1 in office (Littleton) 4 remote	Travel Required:	Travel required local/regional
Employment Status	<input checked="" type="checkbox"/> Fulltime <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:
Supervisory duties:	<input type="checkbox"/> yes <input checked="" type="checkbox"/> No	Reports to:	Doula/CHW Supervisor
Job description: 03/2025			

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Provide Direct Services to Pregnant and Postpartum Persons

- Develop a trusting relationship with client
- Promote wellness by providing culturally appropriate health information
- Support engagement in risk-appropriate care
- Educate people on maternity and postnatal care, through individual education, and distributing educational materials in the community
- Assist people in digital navigation to support telehealth connections
- Assist people in navigating social determinants of health such as transportation, housing, food and other barriers which may limit access to perinatal care
- Assist people with maternal, prenatal and postpartum care and breastfeeding support
- Conduct home visits to monitor client progress and assess needs
- Facilitate continuity of care by providing follow-up
- Enroll clients into programs such as health insurance and public assistance
- Operate in compliance with applicable Federal, State and other regulations and adhere to organizational and programmatic policies and procedures

Bridge the gap between clients and the health and social service systems

- Enhance care quality by aiding best communication practices between provider and patient
- Educate the health and social service systems about community needs and perspectives
- Provide feedback to health service providers regarding improvement of service accessibility or acceptability
- Educate pregnant people about how to use the health care and social service systems



- Increase access to maternity and postnatal care through culturally competent outreach and enrollment strategies

Client Record Keeping

- Maintain updated client records with plans, notes, and appropriate forms in the required time frame and format, as stipulated in the NCHC CHW Procedure Manual.

Work Environment

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.

Special Qualifications

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.

- Possession of a Valid Driver’s License and proof of automobile insurance coverage
- Must reside within the local community being served, with knowledge of local culture and values, and familiarity with the resources available within the community.
- Completion of a Nationally Certified Doula Training preferred.
- Position requires access to consistent high-speed internet and the ability to be responsive to incoming communication, in all modalities.

Required Education and Experience

High School Diploma/GED or higher with experience in:

- Pregnancy and birthing outcomes
- Coordinating Care
- Working with the public

EOE Statement

The North Country Health Consortium provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability, status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local laws.

Signatures: This job description has been approved by the following individuals.	
Manager:	Date:



Executive Director:	Date:
Employees signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.	
Employee:	Date: