

**Holy Cross Ministries  
Job Description**

<b>TITLE:</b> Promotora/Community Health Worker	<b>DATE:</b> November 2023
<b>REPORTS TO:</b> Health Outreach Manager	<b>DEPARTMENT:</b> Outreach
<b>SUPERVISOR APPROVAL:</b>	<b>FLEX:</b> Non-Exempt
<b>EMPLOYEE APPROVAL:</b>	<b>CLASSIFICATION:</b> Full Time

**Mission Statement**

**We respond to the underserved for health and well-being. We share God given resources, connect people to community services, and assist individuals and families towards independence, full participation and integration in the community. We do this to fulfill the mission of Jesus Christ and in the spirit of the Sisters of the Holy Cross.**

**NATURE AND SCOPE:** This position is a Promotora/Community Health Worker and works to provide informal counseling, share appropriate health information and resources, and build community capacity to address underlying causes of health inequities. The promotor(a)'s role is to become a subject matter expert on population health, particularly issues that affect disadvantaged populations such chronic health disease prevention and preventive health care practices. All while maintaining cultural awareness and sensitivity to facilitate rapport with disadvantaged populations. This promotor(a) may be deployed to a partner clinic in Summit County or Salt Lake County.

**EDUCATION AND EXPERIENCE REQUIREMENTS:** A high school or high school equivalency diploma. Some college or a bachelor's degree is preferred. Ability to establish an effective rapport through effective communications and interpersonal skills to include: bilingual ability, listening skills, ability to keep confidentiality and ability to work in different settings. This position requires an individual who has an empathetic nature, the ability to understand human behavior and the issues and barriers that affect disadvantaged populations. This position requires an individual who can facilitate support and education groups. This position also requires an individual who is proficient in the Microsoft office suite, including Word, Excel, and PowerPoint. A current driver's license is also required.

**FUNCTIONAL REQUIREMENTS:**

- **Interpersonal Skills**  
Serves as a liaison between the community, health professionals, human and social service organizations. Demonstrates good judgment, honesty, empathy and commitment to people. Adheres to Holy Cross Ministries' values of respect, hospitality, compassion, service and sustainability.
- **Physical Activity**  
Sitting, hearing, seeing, talking, walking, typing, reaching, driving, holding, bending on a regular basis and lifting up to 50 pounds on an infrequent basis.
- **Mental Process**  
Knowledge of organizational principles, understanding verbal and written directions. Capacity to work independently and be self-directed. Must have an ability to handle

## Holy Cross Ministries Job Description

detail and to work quickly and efficiently. Computer skills that include the use of Word, email, internet browsing and Excel. Ability to operate general office equipment. Must have language competency in English and the client's language.

- **Working Environment**

The working environment is agreeable and pleasant with no extreme temperatures, fumes, noise, dust or dirt. The promotor(a) may spend a significant amount of time in the clients' home, physician offices, medical clinics, or social service agencies.

### **AGENCY – WIDE ACCOUNTABILITIES:**

**The mission and core values are expressed in daily work through the performance accountabilities, which exemplify individual commitment to organizational goals and successful achievement of the work that makes up a significant part of the job responsibilities the employee has been assigned.**

**RESPONSIBLE:** Works independently in a safe, respectful and appropriate manner. Models both problem solving and problem prevention skills and can train in this area.

**INCLUSIVE:** Is inclusive to clients, client's families, co-workers, visitors, volunteers and other persons with who the employee may interact; is respectful of all religions and any other characteristic protected under applicable federal or state law.

**TIMELY:** Recognizes time as a valuable resource and asset; responds promptly to the needs of clients, families, visitors, management and co-workers. Consistently approaches work assignments in a time-efficient manner. Communicates clearly all aspects of work, for meetings, work groups etc. and is prepared to monitor and model efficiency in time management to staff.

**DATA DRIVEN:** Participates actively in the collection and recording of data; recognizes that data needs to be included in the decision making process; provides recommendations to help improve data collection and types of data collected.

**ATTENTION TO DETAIL:** Works well with attention to detail and is able to evaluate and follow-up on services in a timely and appropriate manner.

**COORDINATED:** Organizes and delivers services in the proper and legally appropriate manner.

### **ORGANIZATIONAL TEAMWORK PERFORMANCE ACCOUNTABILITIES:**

- Has a regular and predictable attendance
- Performs duties willingly and with initiative
- Remains calm and continues to work effectively in stressful situations
- Demonstrates judgment and tact on a regular basis when dealing with others
- Cooperates consistently with other programs and work group
- Listens and communicates effectively with clients, client's family, visitors, co-workers and supervisors

## Holy Cross Ministries Job Description

- Actively participates in cross training programs and develops knowledge and skill to perform other job-related responsibilities.

### PRINCIPLE ACCOUNTABILITIES & DUTIES:

1. Promotes awareness to the community of the needs and benefits of a primary care provider and health insurance coverage if applicable.
2. Identify barriers to accessing medical care and support clients to develop problem solving methods to reduce or eliminate those barriers.
3. Refers individuals to appropriate community organizations and resources for additional assistance and counseling. Follows through to ensure clients are receiving the support and education needed.
4. Provide support and advocacy to clients through applications processes for health insurance coverage with an emphasis on self-sufficiency and empowerment.
5. Attends and participates on on-going training sessions to provide health education and services adhering to HIPPA privacy guidelines. Maintains CPR and First Aid certifications.
6. Collaborates with primary care providers such as clinics and other social service organizations to providing bilingual and bicultural assistance addressing population health inequities.
7. Educate and disseminate information on healthy lifestyles, preventive health care practices, and chronic disease prevention.
8. Provides language support to clients receiving services in the community.
9. Maintains general awareness of communities served, challenges, strengths and weaknesses.
10. Connects with other outreach workers, community health workers, and Promotoras to improve practice and provide optimal services.
11. Maintains up to date client demographic, contact, and outcomes data in Holy Cross Ministries' client data management system, ETO.
12. Serves as a member of the Holy Cross Ministries staff to fulfilling the mission of Holy Cross, serving clients and volunteers in an atmosphere of compassion which is characterized by cooperation and a positive, respectful relationship with everyone.
13. Performs other duties in a timely and appropriate manner as may be assigned by the health outreach manager.

To apply, please submit a resume to HCM's Health Outreach Program Manager Carlos Flores at [cflores@hcm.utah.org](mailto:cflores@hcm.utah.org). A cover letter is preferred but not required.

### **Outreach Focus: Doula**

The Doula position provides non-clinical doula care services intended to support women in during and after pregnancy. The Doula will collaborate with our partners at Community Health Centers (CHC) to identify program participants and to inform patient care plan with the goal to improve outcomes, positively impact the patient experience, and achieve patient goals. The Doula provides culturally-sensitive support and serves as a mentor and health coach to promote positive birth experience, breastfeeding, parent-infant attachment, and healthy coping skills. While establishing a trusting relationship with expectant mothers, the doula will focus especially on nutritional education and support. She will also provide emotional and educational support to help reduce risks for pregnancy-related complications. The Doula facilitates coordination and promotes successful linkage to resources. The Doula also serves as a patient advocate for patients they support and integrates with hospital staff to reduce stigma.