

Community Health Worker (CHW) for Pediatric Asthma Interventions Research Support UR Job ID: #246090

University of Rochester, <https://www.rochester.edu/human-resources/careers/>

Location: University of Rochester Medical Center (URMC), General Pediatrics

Regular Full Time [UR Benefits] 40 hours

*** Position has a possible completion date of August 31, 2024 (extension based on Grant)

Schedule: 8:30 AM-5 PM; *** variable schedule based on operational needs

UR Pay Grade 052 [starting at \$21.60/hour]

General Purpose:

The Community Health Worker will be responsible for comprehensively supporting coordination of the Preventive Care Program for Children with Asthma's community-based pediatric research interventions and engaging/supporting Rochester caregivers/youth who participate. Demonstrates commitment to the program's mission of testing/improving systems of care for low-wealth, historically minoritized and/or marginalized youth (and their families) who experience significant disparity in respiratory status/outcomes and substantial morbidity due to asthma. Works closely with (and under the supervision of) the RN who coordinates asthma care to implement interventions in accordance with IRB-approved research protocols. Interventions tested through these research trials primarily involve guideline-directed preventive asthma care delivered in the school/childcare setting and community-based telemedicine encounters. Will represent the URMC, Dr. Jill Halterman (principal investigator) and the program when interacting throughout the community. Expected to explain specific studies and interventions in detail, and follow varied study protocols/procedures. Will communicate with and travel to schools, emergency departments, medical practices, pharmacies, and participants' homes in the Rochester area. Will follow URMC Research Guidelines for Human Subjects Research. Demonstrates ICARE values daily and when conducting responsibilities described.

Responsibilities:

Intervention care coordination and medication management support under direction of the Registered Nurse:

- Assists to provide therapy initiation, medication refills/preventive maintenance, ongoing monitoring throughout program enrollment, and facilitation of adjustments prescribed by medical providers.
- Conducts phone calls for verification/confirmation, insurance medication formulary and pharmacy benefits clarification, prior authorizations, and assists with general problem-solving as needed.
- Conducts pharmacy pick-ups; prepares packets for school/home delivery, including asthma management plans, materials, and medications.
- Communicates clearly with and reports promptly to RN, tracks/records tasks given and coordinated, reliably follows-up, resolves and documents participants' concerns to the extent possible.

Highly values meeting participants/families on their terms and where they are at. Must be comfortable conducting home visits in city of Rochester neighborhoods. Provides family/child asthma education review and support. Travels throughout city to schools, homes, pharmacies, pediatrics practices, and other sites.

Prepares telemedicine visit encounters and collects health data for intervention participants in school health offices, child care settings and families' homes. Tytocare training and related support provided when in the community.

Responsible for establishing and maintaining trusted relationships with participants and their families. Provides health-related education and promotion, and support within the scope of the research trial. Acts as advocate and liaison for participants/families and community-based organizations/services; provides referrals as appropriate.

Attends regular staff meetings, trainings, and other meetings, as expected.

Data collection, data entry, and data maintenance.

Assists with compiling/disseminating learnings from research studies. Participates in identifying research questions to test, in workflow/program development, and in the grant application process.

Performs additional research duties as time allows and when assigned by study leadership, possibly including assisting with: outreach and community events, participant screening and enrollment, follow-up surveys, presentations, posters, manuscripts, literature reviews, general office duties, etc.

Qualifications:

High school graduate or GED equivalent and 5-7 years relevant experience (details follow) OR a bachelor's degree in a healthcare related field with 2+ years relevant experience may be considered.

5-7 years of experience in community health, human services, and/or parent liaison/advocate roles or an equivalent combination of experience and education.

Demonstrates understanding of the Rochester community that our program serves; is community engaged and/or connected by history.

Prior experience with home visiting interventions valued (preferred).

Strong preference given to candidates with relevant lived experience reflective of our study populations, including but not limited to: BIPOC and/or historically minoritized/marginalized individuals, long-term city of Rochester residents, parents/caregivers of children (with or without asthma), and those familiar with Rochester city schools (preferred)

Must be flexible, empathic, and able to engage effectively with diverse populations, including children and teens. Some evenings and weekends will be necessary.

Demonstrates strong interpersonal and communication skills, both verbally (in-person and by phone) and in writing, in interactions with research participants, URMC personnel and asthma team, and external organizations.

Commitment to lifelong learning, professional growth/development, and critical self-reflection in the service of child health and well-being.

Completion of a Community Health Worker training program such as from a college or other educational institution (preferred).

Trauma-Informed Care training/certification/knowledge desired (preferred).

Spanish speaking is a plus (preferred).

Demonstrates organizational skills to handle multiple priorities while remaining professional, calm and efficient in prioritizing assignments.

Ability to proactively resolve problems in the field, to work independently with minimal supervision while remaining self-directed and flexible, and to recommend/implement continuous quality improvements. Seeks own supervision/support.

Ability to work with attention to detail and with the required level of accuracy.

Familiarity with local Electronic Health Record systems, databases and REDCap is desirable (preferred).

Possesses good knowledge of Microsoft Word, Excel, and Outlook.

Must pass URMC required background check.

Must possess and maintain a valid NYS driver's license, have a satisfactory driving record and access to reliable transportation.

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How To Apply:

All applicants must apply online; University of Rochester | Office of Human Resources,
<https://www.rochester.edu/human-resources/careers/>