



Community Health Worker Job Description

Job Title: Community Health Worker

Reports To: Mental Health Counselor / LCSW-LCSWA

Status: Full-time or part-time; grant-funded

FLSA Classification: Non-exempt

Compensation: \$20.00–\$24.00 per hour, depending on experience, qualifications, bilingual ability, CHW training/certification, and relevant community-based experience

Location: Community Care Clinic, Winston-Salem, NC

Organization Summary

Community Care Clinic is a free and charitable clinic serving uninsured and underserved residents of Forsyth County. CCC provides access to medical, dental, vision, behavioral health, medication access, and related support services for patients who may otherwise have limited or no access to care.

Position Summary

The Community Health Worker supports CCC patients by helping them overcome practical, social, and community-based barriers that affect health and behavioral health outcomes. Working under the direct supervision of the Mental Health Counselor / LCSW-LCSWA, the CHW assists with patient navigation, social needs screening, referrals, community outreach, follow-up, documentation, and grant-related reporting.

The CHW serves as a trusted bridge between patients, the Mental Health Counselor, CCC staff, volunteer providers, and community partners. The CHW does not provide clinical counseling, diagnosis, psychotherapy, clinical assessment, crisis intervention, treatment planning, or interpretation of behavioral health screening tools.

Essential Responsibilities

Patient Navigation and Follow-Up

Support patients receiving behavioral health, medical, dental, vision, medication access, or related CCC services.

Assist patients with non-clinical next steps, including appointments, referrals, transportation options, documents needed, follow-up expectations, and community resources.

Conduct reminder calls, follow-up contacts, and outreach to reduce missed appointments and improve continuity of care.

Identify practical barriers to care and communicate concerns to the Mental Health Counselor.

Immediately elevate urgent, safety-related, behavioral health, or clinical concerns to the Mental Health Counselor or appropriate CCC leadership.

Referrals and Resource Coordination

Identify patient needs related to housing, food, transportation, medication access, employment, financial assistance, benefits, legal resources, immigration-related concerns, medical care, dental care, vision care, behavioral health support, and other social determinants of health.

Make internal and external referrals as directed by the Mental Health Counselor.

Document the number and type of referrals made for each patient served by the CHW.

Track referral status, including whether the referral was made, pending, completed, declined, unsuccessful, or requires additional follow-up.

Maintain current knowledge of Forsyth County and regional community resources.

Community Outreach

Participate in outreach to uninsured, underinsured, low-income, immigrant, refugee, and medically underserved individuals.

Represent CCC professionally at approved community events, partner meetings, health fairs, and outreach activities.

Track community outreach encounters, including location, type of outreach, estimated number reached, follow-up needs, and relevant notes.

Help build trust between CCC and communities that may face barriers related to language, fear, transportation, social isolation, or limited access to health care.

Behavioral Health Program Support

Support the Mental Health Counselor with non-clinical follow-up for patients receiving counseling or behavioral health-related services.

Assist with administration or collection of validated screening tools such as the PHQ-9, GAD-7, HSCL-25, or other approved tools only as directed by the Mental Health Counselor.

Provide completed screening tools to the Mental Health Counselor for clinical review, interpretation, and follow-up.

Assist in tracking presenting problems, disposition, discharge status, referral outcomes, and patient follow-through.

Grant Documentation and Reporting

Maintain accurate, timely, and complete documentation needed for monthly grant reporting.

Use approved non-identifying client codes and avoid including patient names, dates of birth, addresses, phone numbers, or other protected health information in grant reports.

Assist the Mental Health Counselor and administrative staff in compiling monthly data related to:

- Number and type of CHW referrals.
- Community outreach encounters.
- Unduplicated individuals served.
- Individuals receiving no-cost services.
- Presenting problems.
- Client disposition.
- Discharges, including completed episodes of care, referrals to higher levels of care, and voluntary service endings.
- Completion of validated screening tools, as directed.
- CHW time, salary, and benefits documentation, as required.

Required Qualifications

High school diploma or equivalent required.

Experience working with underserved, uninsured, low-income, immigrant, refugee, or medically vulnerable populations preferred.

Strong interpersonal, listening, and communication skills.

Ability to build trust with patients from diverse backgrounds and life circumstances.

Strong organizational skills and attention to detail.

Basic computer skills and ability to use spreadsheets, electronic records, referral tracking tools, or other reporting systems.

Ability to maintain confidentiality and comply with HIPAA and CCC privacy policies.

Ability to work under the supervision of the Mental Health Counselor and recognize when issues must be elevated to licensed clinical staff.

Preferred Qualifications

Associate's or bachelor's degree in human services, public health, social work, psychology, sociology, health education, community health, or a related field preferred.

Completion of, enrollment in, or willingness to complete North Carolina Community Health Worker core competency training or certification.

Bilingual English/Spanish strongly preferred.

Experience in a free clinic, community health center, behavioral health program, nonprofit health organization, public health agency, social service agency, or community-based organization.

Knowledge of Forsyth County health, behavioral health, housing, food, transportation, medication assistance, benefits, and social service resources.

Training or experience in trauma-informed care, motivational interviewing, mental health first aid, social determinants of health screening, or care coordination preferred.

Role Boundaries

The CHW shall not provide clinical counseling, psychotherapy, diagnosis, clinical assessment, crisis intervention, or treatment planning.

The CHW shall not independently interpret PHQ-9, GAD-7, HSCL-25, or other validated mental health scales.

The CHW shall not determine whether a patient requires a higher level of care.

The CHW shall immediately refer urgent, safety-related, behavioral health, or clinical concerns to the Mental Health Counselor.

The CHW shall not include protected health information in grant reports or invoice documentation.

Benefits

Benefits are subject to employment status, eligibility, plan terms, and CCC policies.

Eligible employees may receive:

- Paid Time Off, with eligibility based on employment status and length of service. The Handbook provides PTO for eligible employees and explains that PTO may be used for vacation, sickness, and pressing personal matters.
- Paid holidays, with CCC providing nine paid holidays each year plus a half-day on New Year's Eve.
- Pre-tax group medical insurance, with CCC paying most of the employee coverage cost for eligible employees.
- Flexible Spending Account option for eligible medical, dental, vision, and dependent care expenses, with CCC currently contributing \$60 per month for each full-time employee following the 90-day introductory period.
- Long-term disability insurance for full-time employees.
- Term life insurance and accidental death and dismemberment coverage for eligible employees.
- SIMPLE Individual Retirement Plan, with CCC matching contributions up to 3% of monthly salary after eligibility requirements are met.
- Social Security/Medicare contributions and workers' compensation insurance as legally required.

Working Conditions

This position is primarily in person at Community Care Clinic in Winston-Salem. Work is performed in a clinic and office setting and may include sitting, standing, walking, phone use, computer use, patient contact, team meetings, and occasional local outreach. Some evening or weekend outreach or clinic-related activities may be required.