



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	268-1900-003 268-1900-004 268-1900-005 268-1900-007 268-1900-008 268-1900-009 268-1900-010	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	Community Health Representative	<b>Department:</b>	Community Health
<b>Reports to:</b>	Community Health Program Manager	<b>Division:</b>	Public Health & Human Services

**Primary Function:** Performs duties as a Certified Nursing Assistant I as certified by the North Carolina Nurse Aide Registry. These duties will include health care, health promotion, and disease prevention services to the members of the EBCI on the Qualla Boundary and the Snowbird Community. The CHR will also serve as a liaison/resource person for the community in obtaining medical/environmental services.

- Job Duties and Responsibilities:**
- Serves as a liaison between individuals and health care services where cultural or language barriers exist.
  - Makes home visits in the community, providing hands on personal care to meet the needs of the clients, as determined by the Community Health Program Manager, Public Health Nurse/Snowbird.
  - Assists individuals and families with necessary paperwork in order to receive medical or environmental services.
  - Provides transportation to/from a medical facility only when there is no other means of public or private transportation available.
  - Maintains current CNA and CPR certification, annual PPD, driver's license, and proof of liability insurance if not driving a tribal vehicle. Provides copies to supervisor.
  - Demonstrates safe practices by using proper body mechanics.
  - Follows policies for sharp/dangerous material handling and disposal, reports and acts to correct unsafe conditions.
  - Assists with medication pickup from pharmacy and delivery to patient's home or clinic.
  - Assists with delivery of medical supplies to patient homes as needed.
  - Completes PCC Encounter Records daily and turns into supervisor in a timely manner.
  - Attends all mandatory in-service/educational programs as scheduled.
  - Assists when needed in other Health and Medical Division programs.
  - Performs other duties as assigned by supervisor.

**Education /Experience:** A high school diploma or GED is required. Employee must currently be a Certified Nursing Assistant and listed in good standing on the North Carolina Nurse Aide Registry to qualify for this position. One year experience working as a CNA in home health or other related field is required. Three months would be necessary to become proficient in most phases of this position.

**Job Knowledge:** Must have a thorough knowledge of the policies, procedures, and guidelines of EBCI, Health and Medical Division, and Community Health Services. Must have knowledge of the RPMS system. Requires the ability to perform various CNA skills using assigned clinical equipment. Must have basic clerical skills, including the ability to maintain records, files, and logs. Must maintain a reliable vehicle with liability insurance, if not driving a tribal vehicle, along with willingness to drive, even in inclement weather (within safety limitations). Must have good communication

skills, both written and oral. Must have an understanding of EBCI culture, life styles, and risk factors. Requires knowledge of the geography of the assigned area. Must be knowledgeable of tribal and county resources and referral mechanisms.

**Contact with  
Others:**

Has frequent contact with patients, families, coworkers and other health professionals where tact, courtesy, and diplomacy are required to maintain positive relationships. Requires good communication skills, both written and oral. Requires sensitivity to others while dealing with patients and their families who may be under stress while dealing with issues of disease and poor health. Purpose of contact is to exchange information, gain assistance, and dispense data.

**Confidential Data:**

Must adhere to all EBCI and Health and Medical Division policies and procedures for working with confidential data. An above average degree of discretion is required while handling patient and related medical information.

**Mental /Visual  
/Physical Effort:**

Job duties can be mentally/emotionally stressful at times. Physical activities require the ability to walk, sit, reach, bend and lift while assisting patients to walk or turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear.

**Environment:**

Works in home or clinic environment with the possibility of exposure to biohazards, disease, etc., which require strict adherence to OSHA guidelines and protocol for aseptic technique. While traveling in the field, there could be exposure to inclement weather and a wide range of temperatures.

**Responsibility for  
Accuracy:**

A high degree of accuracy is required in clinical procedures and in the documentation of services provided. Review of work following established procedures and protocol and quality audits would prevent most errors.

**Resourcefulness &  
Initiative:**

Must demonstrate good observation skills with sufficient knowledge to recognize health abnormalities and report them as indicated. Requires good organizational skills in order to follow a schedule, prioritize patient needs, and plan visits to make good use of time.