



Tucson Indian Center

160 North Stone Avenue • Tucson, Arizona 85701
Mailing Address: P.O. Box 2307 • Tucson, Arizona 85702
Telephone: (520) 884-7131 • Fax: (520) 884-0240
www.ticenter.org

Job Title: Community Health Representative (CHR) II

Salary: \$18.13 - \$24.39 per hour – Non-exempt DOE

Status: Permanent, Full-Time

Hrs. /WK: Forty (40) hours per week

Department: Health Services

Job Location: Tucson, Arizona

Nature of Work:

Embraces and Embodies the Identity Document's Mission, Purpose and Vision Statements; Core Values; Guiding Principles and Strategic Goals. Responsible for providing and role modeling exemplary CHR services and training CHRs and supporting third party billing services, such as AHCCCS enrollments and coding services. Services include addressing COVID-19 and other health needs among the Tucson urban American Indian community.

Essential Functions:

1. **Home visits:** Advocate for the needs of the Tucson urban American Indian community by visiting clients in the home to provide health education, assessments, case management, telehealth assistance, health-related supplies and other supportive services.
2. **Patient education, outreach, case management & NEMT:** Educate and connect patients to available health resources; conduct outreach to Tucson American Indian community and engaging them in TIC Health Services; case management and coordination; patient care and monitoring; and non-emergency medical transportation (NEMT).
3. **Health education activities:** Organize health-related community activities and events, including provide health education on chronic disease prevention, COVID-19, and other topics.
4. **AHCCCS Enrollment:** Enroll individuals and families into affordable health insurance coverage such as Arizona Health Care Containment System (AHCCCS)
5. **Medical Assistant & other support:** Serve as back-up for clerical tasks for the Medical Assistant and provide coverage for the Front Desk/Medical Records Clerk.
6. **Other duties:** Perform other job-related duties as assigned.

Required Knowledge, Skill and Ability:

- Knowledge of local American Indian community and health needs
- Knowledge of social determinants of health, including conditions in which people are born, grow, work, live, and age
- Skills in excellent customer service, including professional and courteous communication



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- Ability to actively and professionally engage local American Indians of all ages in program services through outreach activities, including utilizing virtual/telecommunication outreach methods
- Ability to identify specific needs of clients and advocate for patients, including providing continuity and clarity between provider and patient
- Ability to operate basic medical equipment including: thermometers, blood pressure machine, accu-check or glucose machines, and other related equipment
- Ability to maintain confidentiality
- Ability to utilize and assist patients/clients with electronic communication devices
- Ability to function in a proactive manner and with limited supervision.

Required Experience and Training:

1. Bachelor's Degree in health, human services or business fields, such as public health, social work, education, or business;
OR
2. Associate's Degree in health, human services or business fields, or certificate of health professional training such as a State of Arizona Nurse Assistant (CNA) or Medical Assistant (CMA) certification and a minimum of 2 years of experience in the human services or business fields;
OR
3. High school diploma or GED equivalent with minimum combination of four (4) years of work experience in the human services or business fields, with experience and knowledge of case management standards.

Additional Requirements:

- Must possess valid Arizona Driver's License
- Must pass Driver Insurance Carrier's requirements
- Must obtain a HIPAA certification within 2 weeks of hire.
- Must obtain certifications in Cardio Pulmonary Resuscitation (CPR), Automated External Defibrillator (AED) and First Aid within 3 months of hire.
- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

Working Conditions:

- Exposure to communicable disease & bloodborne pathogens, unpredictable environmental conditions, physical requirements.
- Exposure to communicable diseases such as COVID-19 or bloodborne pathogens is a risk of this position.



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- Unpredictable environmental conditions range from working in a climate-controlled office/clinic setting to working in a patient's home, outside, in extreme temperatures, or in spaces with poor ventilation.
- While performing the duties of this job, the employee is regularly required to stand, walk, and drive in the Tucson Urban area.
- The employee is occasionally required to sit; balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 30 pounds.

Supervisory Status:

Non-Supervisory; Reports to Medical Business Office Manager

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

Additional consideration is also given to honorably discharged veterans and protected veterans.

- *Veterans who earned an Armed Forces Service Medal "pursuant to Executive Order 12985."*
- *Those who served on active duty in the US Military during an expedition, campaign, or war on the ground, naval, or air service.*
- *Recently separated veterans (3 years following separation from service)*
**All discharges besides dishonorable may receive protected veteran status.*