



**Job Title: Community Health Representative (CHR)**

**Summary:**

The didg<sup>w</sup>alič Wellness Center is looking for a Community Health Representative (CHR) to join an integrated care clinic that combines primary care, behavioral health, and opiate treatment under one roof. The CHR provides opportunities for individuals receiving services to direct their own recovery process and act as an advocate for persons served. The CHR will support the agencies mission of reducing barriers to healthcare outcomes by offering instruction and support to help people develop the skills they need to facilitate their individual recovery. The CHR reports to the Client Services Manager.

**Essential Duties and Responsibilities:**

- Assist in the orientation process for persons who are new to receiving didgwalic health services.
- Provide a welcoming environment and act as a host to all clients visiting clinic
- Accompany client as indicated to recovery and wellness services appointments.
- Carry out objectives in service plans and guides clients and providers that include recovery support services
- Sharing their own life experiences related to behavioral health builds alliances that enhance a client's ability to function includes assisting in the development of self-advocacy and natural supports; and/or maintenance of community living skills; and/or promoting socialization
- Engage members to achieve behavioral health goals through the use of recovery coaching, motivational interviewing, and problem-solving techniques.
- Assist clients in overcoming any barriers to meeting recovery goals and provide input to add and/or update service plans accordingly.
- Assist clients in scheduling appointments and accessing community resources.
- Arrange for or directly provide client transportation to recovery and wellness services appointments.
- Follow up with clients via phone calls, home visits, and visits to other settings where clients can be found.
- Work with individuals one-on-one and in groups to provide recovery training and outreach to individuals who use mental health services in the community.
- Share personal recovery experiences and develop authentic peer-to-peer relationships.

- Support the individual in seeking to connect/reconnect with family, friends, and significant others and in learning how to improve or eliminate unhealthy relationships.
- Provide education and advocacy within the community that promotes awareness of behavioral health conditions while reducing misconceptions, prejudices, and discrimination.
- Keep clinical and treatment team informed about individual's strengths, accomplishments, and obstacles in relation to their recovery goals.
- Facilitate the transition from a professionally directed service plan to a self-directed recovery plan.
- Model personal responsibility, self-advocacy, and hope by drawing on one's recovery story, as appropriate.
- Ensure confidentiality of individual information.
- Assess emergency situations, notify supervisor and/or appropriate clinical and administrative personnel of actual or potential problems.
- Exhibit a nonjudgmental approach, effective listening, appropriate eye contact, and positive interactions.
- Completes CHR skills training and remains in good standing.
- Performs all other duties as assigned by the Client Services Manager

#### **Education and Experience:**

- Must have a minimum of a High School diploma or equivalent.
- Is a self-identified consumer of behavioral health services who
  - Has applied for, is eligible for, or has received behavioral health services; or
  - Is the parent or legal guardian of a person who has applied for, is eligible for, or has received behavioral health services.
  - Is a counselor credentialed under chapter [18.19](#) RCW.
- Successfully completed CHR Skills Management training and bridge training and/or recovery coach training
- No history of alcohol or other drug misuse for a period of three years before employment as a CHR and not display evidence of misuse of alcohol or other drug while licensing as a CHR and employed by the didg<sup>w</sup>álič Wellness Center. Not be on prescribed medications that may interfere with the ability to perform any task within the scope of the job description, or that is inconsistent with the mission of the Wellness Center.

#### **Required Knowledge, Skills and Abilities:**

- Willingness to self-identify as a current or former recipient of behavioral health services
- Ability to earn the trust of a diverse range of service users, including diversity of age, gender and gender identity, race, religion, sexual orientation, physical and mental ability, and more
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests
- Ability to work in a cross-culture environment, understands the social and cultural context of the patients at the didg<sup>w</sup>álič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must always conduct self ethically and professionally.
- Effective communication; written, verbal, and interpersonal skills, including conflict resolution.
- Basic computer and software experience using MS Office products.
- Must pass extensive criminal background check, pre-employment drug and COVID-19 screen and provide proof of COVID-19 vaccination.