



## OHSU Visitors and Volunteers Volunteer Position Description

*Note: Volunteers must be able to perform the functions of the position with or without reasonable accommodation. All individuals with disabilities are encouraged to seek reasonable accommodation.*

|                          |   |                                |                  |
|--------------------------|---|--------------------------------|------------------|
| <b>Action Requested:</b> | New position: <input checked="" type="checkbox"/><br>Revised position: <input type="checkbox"/> | <b>Date completed/revised:</b> | October 17, 2023 |
| <b>Prepared by:</b>      | Heather Wong  | <b>Phone:</b>                  | 503-853-4338     |

|   |   |
|---|---|
| <b>1. GENERAL POSITION INFORMATION:</b>   |   |
| <b>CLASSIFICATION/TITLE</b><br>Community Health Worker  | <b>DEPARTMENT NAME/LOCATION</b><br>Trauma Program |
| <b>VOLUNTEER NAME</b>   | <b>VOLUNTEER SUPERVISOR</b><br>Robert Wedlake     |
| <b>MISSION GROUP</b><br>Healthcare  | <b>VOLUNTEER CHAMPION</b><br>Heather Wong         |
| <b>2. POSITION SUMMARY:</b>   |   |
| <p><b>Background information about the program/department</b><br/>Oregon Spinal Cord Injury Connection employs community health workers (CHW) who have lived experience of spinal cord injury and training as peer mentors, health system navigators and case managers. The CHWs work alongside newly injured patients and their families to ensure the continuity of care and services a newly injured person will need to continue their recovery after a spinal cord injury and maintain a positive health trajectory.</p> <p><b>Summary of qualifications (includes minimum age requirement)</b><br/>OSCI community health workers are all over the age of 18, and all have at least 5 years of lived experience with spinal cord injury. They have been trained as CHW through OHA-approved 90hr CHW curriculum and maintain active on the OHA CHW registry. An Oregon Spinal Cord Injury Connection (OSCI) CHW is someone thriving after a spinal cord injury and is a trusted connection to the OSCI community. They have adopted positive coping mechanisms, have strong self-awareness, are grounded in self-acceptance, and are well-adjusted. They are engaged in their community and invite others to join. An OSCI CHW accompanies newly injured or those still adjusting and uses their experience to empower others to achieve an active and full life. CHWs who live with a spinal cord injury are knowledgeable about, and are experienced with secondary health conditions, community reintegration, peer support, coaching and mentorship.</p> <p><b>Summary of duties</b><br/>OSCI CHWs will visit newly injured patients at OHSU (Oregon Health &amp; Science University) upon referral from an OHSU provider and assess the patient's readiness for CHW services (peer mentorship, navigation, case management). The CHW will review any notes or information provided to them by OHSU and align their approach accordingly. The CHW will speak with the patient and family and assess the patient's social support and community-based needs. The CHW will collaborate with OHSU providers and discharge planners to support a reasonable accessible discharge plan that allows them to continue their recovery at the next level of care.</p> <p><b>Summary of departments/positions that this position will interact with</b><br/>CHW s will interact with nursing, social work, case management, rehab staff and/or providers as necessary.</p> |   |



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| 3. KEY RESPONSIBILITIES:   |             |                             |
|--|-------------|-----------------------------|
|  | % Of duties | Essential Function (Yes/No) |
| CHWs are required to check-in with the charge or primary nurse upon arrival to the patient care units.   | 10%         | Yes                         |
| CHW representatives will be contacted by OHSU social work, nursing staff, OT, PT, or provider will send a secure email to <a href="mailto:contact@oregonsci.org">contact@oregonsci.org</a> when a patient meeting referral criterion is identified.                    | 5%          | Yes                         |
| CHWs are expected to respond to email referrals for services within 24 hours and will schedule a visit to OHSU as soon as is appropriate for the patient/family. CHW will keep track of all referrals made to them   | 10%         | Yes                         |
| Upon initial interaction with the patient, the CHW will introduce themselves and obtain consent for services from the patient or legal guardian. If consent is granted, the CHW will complete an assessment and initiate non-OHSU community-based wrap around services | 50%         | Yes                         |
| At each patient visit's end, the CHW must sign out with the patient's social worker, case manager, or staff nurse.   | 25%         | Yes                         |

| 4. QUALIFICATIONS:  |  |
|---|--|
| As part of the qualification's requirement, the following Core Competencies are expected of all OHSU affiliates regardless of their position within the organization. |  |
| <b>Inclusion, Collaboration and Teamwork:</b>   | <b>Every person matters.</b> We benefit from the rich variety of ideas, skills and perspectives that emerge when we work together. Our collaboration fuels innovation, better solutions to complex problems, and a sense of community. Cultivating a climate of inclusion and respect enables us to partner with those who can help OHSU achieve its vision.   |
| <b>Organizational Perspective:</b>  | <b>We are all connected.</b> Whether our role is caring for patients, inspiring students, advancing scientific knowledge, or supporting those endeavors, each person's work impacts another's. When we understand how our actions and decisions affect the whole, we can better align the needs of our workgroup with the best interests of OHSU. We have a common purpose that guides what we do and why. |



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| <b>Performance Results:</b>    | <b>We work hard to make great things happen.</b> We hold ourselves and our colleagues to high standards of performance that are focused on results. We pursue excellence by giving and receiving feedback openly and directly. We continually seek to improve ourselves and our work by setting goals, measuring outcomes and developing our knowledge and skills. We exceed expectations in pursuit of our vision. |
| <b>Personal Effectiveness:</b> | <b>We are strong in character.</b> As individuals, we value integrity and inspire trust. We meet obstacles with calm resolve, and can adapt quickly to change. We continue to move forward, even when the way is unclear. Each of us aspires to be our best self, accountable for the work we do and dedicated to the purpose of OHSU.  |

| Qualifications   | Required  | Preferred   |
|--|---|---|
| <b>Education:</b>  | Not applicable  | <ul style="list-style-type: none"> <li>Community Health Worker certification</li> </ul> |
| <b>Experience:</b>   | <ul style="list-style-type: none"> <li>Must be employed by OSCI</li> </ul>  |   |
| <b>Job Related Knowledge, Skills and Abilities (Competencies):</b> | <ul style="list-style-type: none"> <li>Adherence to Professional Appearance Guidelines, including, but not limited to natural nails no longer than ¼ inch, and no fragrances. Closed-toe shoes are required.</li> <li>Able to locate fire pull and extinguisher.</li> <li>Adherence to Healthcare Environment Policies and Procedures, including, but not limited to: Confidentiality, Fire, Chemical and Infection Control Policies.</li> <li>Demonstrate adherence to OHSU Visitors and Volunteers Policies and Procedures as well as related OHSU policies.</li> </ul>         |   |
| <b>Compliance:</b>   | <ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Respect in the workplace</li> <li>Applicable policies, procedures and agreements related to position, department, or OHSU as a whole</li> <li>Clear criminal background check</li> <li>Completed Compass trainings as assigned by staff</li> <li>Medical Clearance as directed by Occupational Health</li> <li>Mask Fit-Testing as required for healthcare volunteers</li> <li>New Volunteer Orientation</li> <li>New Volunteer Interview</li> <li>OHSU ID Badge</li> <li>Assignment-specific training</li> </ul> | Not applicable  |



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### 5. VOLUNTEER CONDITIONS:

Work locations include the OHSU inpatient units. Volunteers will interact with the public in a busy, fast-paced environment, mostly indoor settings. In any healthcare location, there is risk of blood-borne pathogen exposure, and each HHP Coordinator must use appropriate PPE.

### 6. PHYSICAL DEMANDS & EQUIPMENT USAGE:

- Be able to remain in a stationary position for extended periods of time
- Be able to use a computer and/or phone (if applicable to role)

### 7. TRAINING

- Training must teach the volunteers how to perform their duties successfully via orientation and/or in-person training.
- After the training has been developed, proof of completion must be submitted. It may be a good idea to have a “training checklist” or a “competency list” and have volunteers sign it.



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| <b>8. APPLICANT INFORMATION</b><br>Please complete the following questions:  |   |   |  |   |
|--|---|---|--|---|
| 1.   | Will you be a minor under the age of at the start of the assignment?  | <input type="checkbox"/> No<br><input type="checkbox"/> Yes ( <i>If yes, please ensure there are parent/guardian signatures below and on the <b>OHSU Visitor &amp; Volunteer Agreements</b></i> ) |  |   |
| 2.   | Do you have any other association with OHSU?  | Research & Academics Visitor/volunteer<br><br><input type="checkbox"/> Past<br><input type="checkbox"/> Current   | OHSU Employee<br><br><input type="checkbox"/> Past<br><input type="checkbox"/> Current | OHSU Student<br><br><input type="checkbox"/> Past<br><input type="checkbox"/> Current |
|  |   | <input type="checkbox"/> None   | <input type="checkbox"/> Other (list)  |   |
| 3.   | Are you a foreign national? (i.e., you are not a US citizen, US legal permanent resident, Asylee or Refugee?) | <input type="checkbox"/> No<br><input type="checkbox"/> Yes   |  |   |
| <b>9. SIGNATURES/APPROVALS:</b><br>My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position. |   |   |  |   |
|  | <b>Type Name</b>  | <b>Signature</b>  | <b>Date</b>  |   |
| <b>VOLUNTEER</b>   |   |   |  |   |
| <b>SUPERVISOR</b>  | Robert Wedlake  | <i>Robert Wedlake</i>   | 10/24/23   |   |