

*G.A. Carmichael Family Health Centers, Inc.*

**Diabetes Community Health Worker  
Job Description**

---

<b>Reports to:</b>	Diabetes Director
<b>Classification:</b>	Non-Exempt
<b>Department/Site:</b>	Grants & Programs

---

**Major Functions:**

The Diabetes Community Health Worker is responsible for supporting diabetes prevention and diabetes self-management initiatives through patient outreach, education reinforcement, care coordination, and community engagement activities. The CHW assists in improving participant retention, increasing access to services, reducing barriers to care, and strengthening community-clinical linkages for individuals at risk for or living with diabetes.

**Essential Functions:**

- Assist with implementation of the CDC recognized National Diabetes Prevention Program (DPP) and DSMES activities.
- Recruit, enroll, and retain participants in the DPP and DSMES programs.
- Schedule and coordinate participant appointments, classes, make-up sessions, and follow-up activities.
- Contact participants before scheduled sessions and maintain ongoing communication to support engagement and retention.
- Assist participants in identifying and overcoming barriers to participation, including transportation, scheduling, technology, and social determinants of health.
- Provide culturally appropriate education reinforcement and wellness information to patients and community members.
- Support implementation of community and faith-based outreach activities, screenings, and health education events.

**QUALIFICATIONS:**

- Community Health Worker certification preferred or willingness to complete CHW training within designated timeframe.
- Minimum of two years of experience working in healthcare, community outreach, chronic disease management, public health, or patient engagement preferred.
- Experience working with underserved or rural populations preferred.
- Experience with diabetes education programs, chronic disease management, or wellness programs preferred.

***GACFHC reserves the right to revise or change job duties, worksites, and responsibilities as the need arise. This job description does not constitute a written or implied contract of employment.***

**Relationships:** Reports directly to the Diabetes Director with frequent or continuous contact with the Chief Programs Officer, Chief Operating Officer, Medical Director, and Population Health Director, requesting organizational elements, department heads, receiving parties, and vendors.

**Educational/Skills:**

- High school diploma or GED required. Associate degree in health education, public health, social work, healthcare administration, or related field preferred. Experience working with relational databases and written communication skills.
- Organizational skills.
- Computer skills include Microsoft Word, Excel, Access, and PowerPoint.
- Strong interpersonal skills.
- Strong customer services skills.
- Ability to relate to patients with compassion and trust.
- Ability to understand and follow the guidelines of the Health Information Portability and Privacy Act (HIPPA).

**Mental Demands:**

Must be able to demonstrate the ability to assist in proper maintenance and oversight of purchasing and procurement systems. Must demonstrate the ability to follow front desk policy and procedures as outlined in the front desk manual.

**Physical Demands:**

Must continuously listen, visualize, and have dexterity and eye-hand coordination, the ability for grasping and speed work. Must frequently sit, squat, reach, use both rights and left forearm rotation, and walk. Must occasionally kneel, twist, grasp firmly, left and carry, push, pull, or lift in excess of 10 lbs. Requires manual dexterity to be sufficient to type at least 50 wpm, telephone etiquette, and the ability to operate office equipment.

I acknowledge that I have read this job description, and I understand and accept the performance expectations described.

\_\_\_\_\_  
**Signature of Employee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Supervisor**

\_\_\_\_\_  
**Date**