



Community Health Representative (CHR) – (Internal Applicants Only)

Supervised by:	Chief Medical Officer
Location:	Sioux Falls, SD
Status:	Full Time
Salary:	Starting at \$22/hour

SDUIH Overview:

The South Dakota Urban Indian Health, Inc. (SDUIH) is a non-profit corporation that consists of two full-time primary care clinics. SDUIH is a comprehensive patient-focused health care organization. SDUIH corporate headquarters is located in Pierre and the agency reports to the Indian Health Service (IHS) in Aberdeen.

When you join our team at SDUIH, you're joining our Tiwahe (family). We believe that through equitable pay, flexibility, and centering employee wellness, we're creating systemic change that benefits everyone, especially our patients. Working with our medical, behavioral health, and cultural health teams, you'll improve the health and wellness of our patients and positively impact the health of our community. SDUIH is celebrating 45 years of care to our Native American Community.

Position Summary:

The Community Health Representative (CHR) is responsible for participating in the delivery of high standard community knowledge, cultural knowledge, and transportation services. As a vital member of the Health Care Team, our CHR's are responsible for liaising between patients, families, the community, and health care providers with a focus on improving health outcomes by promoting access to care, providing health education and addressing social determinants of health. Additionally, our CHR's greet and communicate with patients and the public; provide staff support for the general office/clerical functions, perform general maintenance tasks for the building.

Duties and Responsibilities:

- Transports patients/clients as required or necessary following program policies, and scheduling medical appointments for patients. Contacts patients regarding leave time

for out-of-town appointments and makes sure patients have necessary paperwork ready for their appointment with medical providers.

- Provide culturally appropriate health education and information.
- Assist individuals in understanding their health conditions and treatment plans.
- Works with patients and the IHS pharmacy to pick up medication for patients that have refills, transports medication back to the clinic, charts medication into patient's chart and documents delivery or the medication is picked up by the patient.
- Complete required documentation in the EHR in a timely manner.
- Maintains CHR vehicle in clean working condition.
- Performs other duties as may be assigned.

Skills:

- Strong communication and problem-solving skills
- Maintain confidentiality.
- Prioritize, coordinate, organize and schedule services.
- Strong customer services
- Knowledge of office procedures
- Computer programs (Word, Excel, etc.)
- Defensive Driving
- Ability to appropriately install and utilize child safety seats

Physical Demands:

- Travel in harsh and inclement weather
- Assist relatives who may have disabilities

Qualifications:

- Must have at least a high school diploma or GED and at least one year of office work experience.
- Pass a federal background check.
- Provide Indian Preference documentation if claimed.
- Computer proficiency and efficient/accurate data-entry skills.
- Possess valid South Dakota driver's license with no driving infractions within the past four (4) years and show proof of insurance.
- CPR certified or willing to be certify.

How to apply:

Interested individual should email their resume and completed application to carmen.rodriguez@sduih.org applications can be found at <https://sduih.org/careers/>.

INDIAN PREFERENCE In accordance to IHS policy and Federal guidelines, preference will be given to qualified Indian applicants in accordance to Section 703 (i) of the Title VII of the Civil Rights Act of 1964. SDUIH is an Equal Opportunity Employer. Must be able to provide Indian Preference documentation if claimed

SDUIH the right to amend this job description as operational needs dictate. SDUIH is an at-will employer.

I have read the above job description, and understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodations. I have discussed any questions I may have about this job description prior to signing the form.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____