**Community Worker Role in Whole Person Care (WPC)**

The Community Worker (CW) is a paraprofessional role that reports to Complex Care Nursing in both the Primary Care and Specialty Care of Ambulatory and Community Services

The Community Worker assigned to Complex Care Nursing (CCN) supports Whole Person Care (WPC) enrollment and WPC care coordination services. Under the direction of the CCN, the CW is also available to accept assignments from WPC Coordinators in support of WPC enrollment and care coordination activities.

The specific tasks include:

* WPC Enrollment and Care Coordination Services:
  + Initiating and completing WPC enrollment for eligible WPC patients (VHC, Specialty, Inpatient, Emergency Room and Sobering Center locations)
  + Screening patients for post hospital discharge needs.
  + Assist patients in navigating and accessing services through referrals, appointment scheduling, follow up, medication refills, communication with other staff/providers, transportation, housing assessments (VI-SPDAT), home and community visits
  + Act as a WPC Coordinator and assist patient in achieving identified goals under the supervision of professional staff.
  + Documenting enrollment and care coordination activities in HealthLink
  + Communicating with WPC Coordinators and other staff in person and/or by telephone, email and in-basket processes.
  + Utilize Healthlink tools to support timely WPC interventions.
* Maintain Outlook schedule to record patient appointments, assignments outside of assigned clinic and attendance.

3/25/19