



POSITION DESCRIPTION

POSITION TITLE: Student Health Coach Volunteer
DEPARTMENT: Community Health Improvement Program (CHIP)
REPORTS TO: Manager, Community Health Improvement Program

	Approval Signature
Job Code: N/A Effective Date: 9/14 Revision Date: 4/23	Director: Ron Nowosad

I. POSITION SUMMARY:

The health coach will strive to foster meaningful interactions for boosting cooperation and adherence to care plans for identified patients with Chronic Conditions while helping to resolve non-medical issues that impede effective risk factor management and patient care.

II. MINIMUM QUALIFICATIONS

- A. Education:** Second year college sophomores or higher in the health sciences, nursing, psychology, or biology departments, as well as others whose career goals are focused on community/healthcare service.
- B. Experience:** No prior experince required although community service, public health or healthcare related background helpful; each student is encouraged to undertake at least one subsequent internship quarter.
- C. Knowledge and Skills:** Must complete health coaching training seminar. Good listener with good verbal and written skills necessary to effectively communicate with various members of the health care team, other health facilities, community health related organizations, and patients.
- D. License/Certifications:** Valid Drivers license with access to own motor vehicle.
- E. Equipment:** Basic knowledge of computer programs such as Microsoft Word, PowerPoint and Excel.
- F. Physical Requirements:** Must be able to perform the essential physical requirements of the job.

III. BEHAVIORAL REQUIREMENTS

A. MISSION & VISION

Our Mission is to improve the health and well-being of the people we serve.

Our Vision is to be the leader in creating healthy futures through excellence and compassion.



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B. Behavior Requirements:

1. Must be a self starter, enthusiastic and compassionate.
2. Must be genuinely interested in this subject, and aim to learn as much as possible, and be prepared to put the necessary time and effort into achieving true learning.
3. Commit 3-4 hours per week to the program and agree to participate for at least two consecutive semesters.

IV. ESSENTIAL JOB FUNCTIONS

- A. Attend the health coaching orientation and training seminar including the completion of all reading assignments and active participation in discussions.
- B. Work with an interdisciplinary team of health professionals that assesses adherence, and identifies obstacles/care gaps, and provides suggestions and/or support for improving care coordination.
- C. Provide in-home visits (in teams if necessary) or phone interactions or both.
- D. Engage in the processes of educating and motivating identified at risk patients to take an active role in their health and well-being by encouraging patients to reach goals outlined in the care plan and helping to identify barriers to care.
- E. Assist with measuring and assessing key patient outcome metrics, and documents all interactions.
- F. Attend and participate in meetings and committees as assigned including interdisciplinary weekly coaching meetings, and participates in scheduled case presentations and discussions with SACH healthcare professionals.
- G. Provide care plan support as directed by CHIP health professionals such as follow-up on getting/taking meds and providing nutritional guidance.
- H. Provide patients and family caregivers with educational information and links to health and social support services, including urgent care locations and transportation options.
- I. Assist patients in navigating the referral process and help with appointments.
- J. Maintain tracking log for volunteer hours and journal.
- K. Provide a reflection essay at the end of first semester.

V. ADDITIONAL JOB FUNCTIONS

- A. Models the hospital's internal and external service standards of listen, be nice, be helpful, and show regard.
- B. Performs other duties that are consistent with meeting departmental and organizational goals and objectives.



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VI. AGE RELATED CRITERIA Check if not applicable to this position

A. If applicable check all that apply to this position:

- | | |
|----------------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Neonate/Infant (ages birth–12 months) | <input type="checkbox"/> Child/Pediatric (ages 1-13) |
| <input type="checkbox"/> Adolescents (ages 14–18) | <input checked="" type="checkbox"/> Young Adults (ages 19–29) |
| <input checked="" type="checkbox"/> Middle Adults (ages 30–49) | <input checked="" type="checkbox"/> Mature Adults (ages 50–65) |
| <input checked="" type="checkbox"/> Late Adulthood (ages 66+) | |



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SAN ANTONIO REGIONAL HOSPITAL
ESSENTIAL PHYSICAL JOB REQUIREMENTS

Activity	N	O	F	C	Comments
Sitting		X			
Walking			X		
Standing			X		
Bending (neck)			X		
Bending (waist)			X		
Squatting		X			
Climbing		X			
Kneeling		X			
Crawling	X				
Twisting (neck)			X		
Twisting (waist)			X		
Lifting (0-25 pounds)			X		
Lifting (25-50 pounds)	X				
Lifting (>50 pounds)	X				
Carrying (0-25 pounds)			X		
Carrying (25-50 pounds)	X				
Carrying (>50 pounds)		X			
Pushing/Pulling (<100 lbs)	X				
Pushing/Pulling (>100 lbs)	X				
Repetitive hand use		X			
Simple hand grasping			X		
Power hand grasping		X			
Fine hand manipulation		X			
Repetitive foot control use		X			
Reaching (above shoulder level)		X			
Reaching (below shoulder level)			X		

VII. Vision Requirements	N	O	F	C	Comments
Overall vision				X	
Color perception				X	
Field vision/peripheral			X		
Depth perception				X	
Reading/close-up work			X		

VIII. Hearing	N	O	F	C	Comments
Hear normal speech				X	
Hear on the phone			X		
Hear faint sounds (ex: blood pressure)		X			

IX. Bloodborne Pathogen	N	O	F	C	Comments
Works with blood / body secretions	X				

Key: N = Never
O = Occasional (1-33% work time)
F = Frequent (34-66% work time)
C = Constant (67% or > work time)

EMPLOYEE SIGNATURE	DATE
NAME (PRINT)	EMPLOYEE #