

Job Description:

Community Partners and/or Volunteer Health Mentors

AHA Staff Partner: The Community Partner and/or Volunteer Health Mentor will be assigned to a Site Champion or AHA Staff Partner, who will be the primary contact person:

Position Summary:

The Community Partner and/or Volunteer Health Mentor has special qualities and knows their organizations and communities well. They are dedicated to improving the health of their members, employees or community, and enjoy teaching others, feel comfortable in front of a group, and know how to work with a group.

The Community Partner and/or Volunteer Health Mentor is responsible for working with a group of participants in the **Check. Change. Control.**® blood pressure initiative. The Community Partner and/or Volunteer Health Mentor will communicate directly with each participant facilitating their success in the program including successfully uploading blood pressure readings, using an online tracker and strengthening their commitment to the program. This communication may occur face to face, on the phone or through electronic communication, such as email. The Community Partner and/or Volunteer Health Mentor will also communicate directly with the AHA program staff or Site Champion.

Finally, the Community Partner and/or Volunteer Health Mentor may be asked to share best practices and challenges with other Community Partners and/or Volunteer Health Mentors.

Qualifications:

The Community Partner and/or Volunteer Health Mentor must:

- Participate in the **Check. Change. Control.** Program training activities including webinars and local market opportunities
- Have access to a telephone, a computer and the internet
- Be a member of the organization or community that is being served

Data Privacy Obligations:

The community partner and/or volunteer health mentor will be given access to the American Heart Association's (AHA) Check. Change. **Control.** Tracker which allows the participant to enter and track their blood pressure readings. The AHA volunteer health mentor program is limited to having the volunteer monitor a participant's blood pressure and advise the participant about the data.

The community partner and/or volunteer is obligated to protect the privacy of any of the participant's data that the community partner and/or volunteer may see. Therefore, the community partner and/or volunteer may not disclose any such data to anyone other than the participant, and may only use the blood pressure data to help the participant in accordance with the role of the volunteer health mentor as described below. The community partner and/or volunteer health

mentor must promptly advise the participant if any of the participant's data is accidentally disclosed to a third party.

Skills:

The Community Partner and/or Volunteer Health Mentor must:

- Have good communication, interpersonal, motivational skills and customer service skills including:
 - Good listener
 - Not judgmental
 - Caring
 - Pleasant
 - Patient
 - Approachable
 - Fair
 - Open-minded
 - Helpful
 - Confident
- Have good problem solving skills in helping people achieve their goals
- Be proficient with email, desktop applications, such as Microsoft Word, and internet applications, especially the CCC Tracker and Heart.org
- Be knowledgeable in the topic of blood pressure and hypertension and be knowledgeable with AHA guidelines
- Be able to describe the goals and process of the Check. Change. *Control.* Program
- Be willing to represent the American Heart Association, be consistent with AHA mission
- Have a good understanding of issues that must be addressed by a healthcare provider

Role & Responsibilities:

The role of the community partner and/or volunteer health mentor is limited to the following monitoring and feedback elements:

- Remind the participant to take and record the participant's weekly blood pressure readings for a minimum of four months.
- Identify and note to the participant which of the standard blood pressure measurement categories that the participant's weekly readings fall into.
- Identify and note to the participant whether the participant's blood pressure readings have increased, decreased, or remained stable.
- Not make any medical diagnoses about, or prescribe treatment for, the participant.

The Community Partner and/or Volunteer Health Mentor is responsible for:

- Communicating with each participant on a weekly/bi-weekly basis for a minimum of 4 consecutive months
- Communicating with the Site Champion or AHA program staff on a weekly/bi-weekly basis for the duration of the program
- Attending outreach functions designed to recruit new participants and be able to describe the goals and process of the program
- Participating in meetings or conference calls with other Volunteer Health Mentors and be willing to share successes as well as challenges
- Complete required documentation of hours, blood pressure readings and interaction with participants



- Be a resource and liaison to staff partners for problem solving for the participants that are having trouble with the CCC Tracker or their blood pressure device
- Maintaining the privacy and confidentiality of all participants
- Not providing medical advice or practicing medicine in any way unless otherwise qualified to do so

Revised on 10/11/16