

Recommendations for  
Coordinated Care Organization Traditional Health Worker (THW) Liaison Position  
Description

Approved by THW Commission 11.25.19

**Purpose:** To provide recommendations to Coordinated Care Organizations (CCOs) across the state, for hiring and shaping the position description for the THW Liaison.

This position should have a high degree of decision-making authority as it relates to the integration of the THW workforce within CCOs and should report to senior leadership.

**Required Qualifications:**

1. No formal academic degree required. Lived and professional experience highly valued.
2. Recent work experience as a THW (valid THW certification not required).
  - a. Intimate knowledge of THW workforce and challenges THW workforces face.
    - i. Demonstrated commitment to addressing THW workforce development issues at a systems level.
  - b. Minimum three years of work experience working as a THW.
  - c. Demonstrated understanding of THW roles across a variety of settings, including but not limited to a health system, social service, substance use disorder treatment, mental health, community-based organization.
3. Skilled in developing and implementing community partnerships.
4. Demonstrated strong understanding of health systems.
  - a. Skilled in implementing new workflows and strategies.
  - b. Skilled in developing cross-sectoral partnerships.
  - c. Skilled in facilitating meetings and discussions with participants from diverse backgrounds.

**Preferred Qualifications:**

1. Must possess requisite qualities of one or more THW worker types (i.e. shared life experience with and/or trust within communities most affected by health disparities, understanding of and ability to navigate health systems, etc.).
2. Understanding of healthcare networks.

**Key Position Activities:**

1. Participate in THW Commission and Subcommittees.
2. Convene a THW Workforce Advisory Committee at their CCO level to advise their work activities and create two-way communication, bi-directional learning, and collaboration with the THW workforce in their service area.
  - a. Include THWs at all levels of process/policy development and implementation.
3. Partner with THW worker type-specific professional associations.
4. Partner with other THW Liaisons from other CCOs regionally and state-wide (see also: Key Position Activities 1).
5. Facilitate/promote education to health systems about THW core roles and skills, co-facilitated & co-developed by THWs.



- a. Convene THW-health system learning collaboratives, to include the following topics:
    - i. Social determinants of health, health equity, and integrating the THW paradigm into the organizational culture of health systems; anti-oppression.
  - b. Provide internal communication and updates about THWs and THW integration within CCO.
  - c. If needed, educate CCO provider network about promising THW integration practices.
6. Support and advise THW evaluation.
- a. Align THW evaluation measures with national and international consensus and/or best and promising practices for process and outcome measures.
  - b. Include THWs and THW program participants in THW program evaluation design, implementation, and dissemination.
7. Within their CCO, promote adoption of sustainable, THW-specific Medicaid reimbursement processes that empower THWs to enact a full range of core roles and can be used across a variety of settings (clinic, hospital, community-based organization, school, etc.).