



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 123159-25

OPENING DATE: 10/07/2025

CLOSING DATE: 01/05/2026 or OUF

POSITION:	Community Health Representative	POSTED: IN/OUT
PAY GRADE:	NE5 (\$20.65/hr.-\$27.88/hr.)	
FLSA STATUS:	Non-Exempt	
POSITION TYPE:	Full Time	
FUNDING SOURCE:	Grant Funded	
DEPARTMENT:	Health Services	
REPORTS TO:	CHR Coordinator	
BACKGROUND LEVEL:	Child/Elder	

JOB PURPOSE: Provides general public health services within the scope of the Indian Health Services Community Health Representative (CHR) Program and the State of New Mexico Community Health Worker (CHW) guidelines. Participates in care coordination with patients, patients' families, local clinical providers, EMS services, and other support services at the Pueblo of Isleta.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Assists with ongoing program planning and evaluation of program activity.
- Assists with scheduling client transports and medication deliveries.
- Provides transportation for patients residing within the community to non-emergency medical appointments within the community, and to and from health care centers within Albuquerque and Los Lunas, in all weather conditions.
- Ensures passenger safety and security by using appropriate equipment during transport.
- Delivers authorized prescribed medications by Isleta Health Center to clients at their homes when scheduled.

- Performs preventative pre-trip and post-trip inspections on vehicles, including maintenance and cleanliness of the exterior and interior areas.
- Provides case management and care coordination for patients with chronic diseases or other conditions that require support services.
- Performs home and community visits with clients navigating health-related social needs.
- Assists individuals in applying for resources, navigating available services, and understanding the processes involved with different programs.
- Provides guidance on health behaviors, advocates for individual and community health needs, and provides some direct services outlined in the scope of a CHW.
- Contacts patients and families to coordinate follow-up health care transports, makes appropriate referrals for essential and social support services, health care programs, and other resources for both residential and non-residential tribal members.
- Assists with conducting health screenings such as blood pressure, blood glucose levels, vision, and screening tests for communicable/infectious diseases.
- Assists and participates with health promotion and disease and injury prevention activities, including car seat safety, health fairs, home safety assessments, health education, and others.
- Assist clients in navigating the healthcare system, including scheduling appointments, understanding medical instructions, and accessing transportation.
- Serves as a patient navigator at the Isleta Health Center to educate, advocate, and ensure appropriate services are utilized for patients.
- Coordinates referrals to appropriate health and social services, including specialty care, mental health services, and community resources.
- Communicates and develops working relationships with Medical Providers, other clinical staff, and outside Providers and agencies
- Provides emotional and social support to individuals and families dealing with health issues.
- Documents all patient encounters utilizing the RPMS Electronic Health Record, or utilizing other formats as directed by the Community Health Manager
- Completes required program and department forms as directed in a timely manner.
- Assists with the preparation and submission of monthly program activity reports and other special data to document program output.
- Attends meetings, trainings, and workshops related to the CHR/CHW scope of work in the community, county, state, and national levels.
- Obtains required CEUs to keep NM DOH CHW Certification current.
- Maintains strict patient confidentiality and follows HIPAA Guidelines at all times
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or GED.
- Associates Degree preferred.
- Must obtain National Rural Transport Assistance Program Certificate to operate NMDOT vehicle within six months of hire.

- Community Health Worker certification through the New Mexico Department of Health is preferred, or obtained within 6 months of hire through the CHR department.
- CPR and First Aid certifications preferred, or must obtain within 3 months of hire.
- Must be able to pass a TB screening.
- Must provide a written copy of immunization record before employment.
- Ability to speak and understand the Tiwa language is preferred.
- Valid New Mexico driver's license with the ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass a background check for the position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of surrounding areas, including Albuquerque and Los Lunas.
- Skill in working with vulnerable populations.
- Skill in observing speed limits and driving laws.
- Skill in the ability to problem solve and or find alternative resources.
- Ability to be patient, compassionate, and caring.
- Ability to drive vehicles safely.
- Ability to assist disabled and frail patients.
- Ability to recognize symptoms from dialysis and other medical issues.
- Ability to respond to and remain calm in any emergency or crisis situations.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain strict confidentiality.
- Ability to work independently and with strict timelines.
- Ability to effectively communicate verbally and in writing.
- Ability to work in a fast-paced environment.
- Skill in working on multiple tasks.
- Demonstrate effective time management.

PHYSICAL DEMANDS:

- Must be able to sit for up to 6 hours per day while driving.
- Uses back, arms, and hands when opening doors and using wheelchair ramps, levers, and equipment.
- Must be able to use long-range vision while operating vehicles.
- Position requires frequent lifting, pushing, and pulling of 50 lbs.

WORK ENVIRONMENT:

- Work is generally performed in a van with a moderate noise level.
- Work may involve travel to various locations within the tribal community.

- Duties will be performed in a variety of settings, including homes, clinics, and community events.
- Exposure to outdoor temperature and frequent exposure to large groups of people.
- Prolonged standing and walking may occur.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.