

Community Health Worker

FLSA Status: Non-Exempt

Job Classification: Community Health Worker

Levels: 2-5

Reports to: Program Manager or Program Director

Revised: Oct 2020

A Community Health Worker must be “of the community they serve” in terms of cultural competency and integration. It provides the basis of all other work and is an assumed integral part of each component of the job description below.

Outreach and Direct Service to Clients

This position reduces stigma and other barriers to initiating or continuing health care by educating both community members and health care providers.

Specifically:

- Provides peer health education and support to the families within designated areas.
- Provides outreach in the community in ways that are most effective for the population and program. Outreach will include door-to-door activities, working out of community centers, community events and other activities within the community.
- Provides peer health education through individual encounters and home visits to assess client needs and concerns as they relate to their family, their community and their health and provide health information and education.
- Plans and leads group sessions and discussions on assigned health topics.
- Plans and organizes health fairs and other public events.
- Makes referrals to family support, health, and social services agencies in areas and follows up with individual to ensure they receive needed services.
- Assist in the community with providing application assistance, referrals as needed and follow up to ensure services are received.
- Provides ongoing support and services of clients as needed

Programmatic Support

- Participates in networking and collaboration meetings that address the concerns of the assigned program area and the organization.
- Collects data and information as required by the evaluation plan and processes. Provides feedback to evaluation team and program management on evaluation process issues.
- Uses assigned technology to complete job functions effectively.
- Plans work in consultation with supervisor including obtaining proper material within the necessary time frame, loading gift cards for organizational purposes, tracking purchases per organizational processes, and ensuring group logistics are completed.
- Ensures program resources are applied responsibly in carrying out program goals.

- Coordinates activities within the program as needed.

Organizational Support

- Develops relationships with local health care and social services providers and provides them with trainings or information to help them better serve the community.
- Represents organization in meetings with providers, clients, and others.
- Participates as a member of various teams as needed.
- Actively participates in, and successfully completes, training provided by MHP Salud and other agencies.
- Attends conferences and presents as directed and/or assigned.
- Assists in completing other program goals and requirements.
- Performs all functions and activities within the guidelines and philosophy set forth in MHP Salud's Strategic Plan, policies, mission, goals and vision.

Knowledge, Skills and Abilities

- Ability to communicate easily with others, including demonstrating active listening skills.
- Demonstrates group facilitation skills.
- Demonstrates flexibility in addressing changing community needs and program environment.
- Maintains confidentiality.
- Navigates the social service system and advocate for others.
- Works independently and as part of a team.
- Plans, organizes work, and manages time effectively.
- Ability to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.
- Demonstrates initiative and good judgment in work.
- Displays empathy, respect, and understanding of community resources, programmatic goals, and understanding of organizational values and processes.

Required Education and Experience

- Understands and is part of the community being served.
- Reads, writes, and speaks Spanish and English strongly preferred; fluency in spoken Spanish required.
- Information Technology skills such as: Laptops, Smartphones, Internet/online application systems, Microsoft Office, etc.
- Experience in community work, education, health care, or related field preferred.
- Reliable transportation, valid driver's license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).
- Weekend and evening work are required per program and community needs.
- Significant local travel is required and driven by programmatic requirements per organizational procedures.
- TB test must be current.