

Job description

Job Title: Community Health Worker

Reports To: Community Health Program Manager

Salary: \$21-\$26 DOE

FLSA: Non-Exempt Full-time

Work Location: Onsite in our community health department: East County Community Health

(We are a nonprofit organization. We are not a clinic)

***This is a limited duration position and may last up to 18 months**

****Bilingual/Bicultural Individuals who are fluent in languages such as Vietnamese, Chinese, Spanish, Somali, Arabic, Chuuk, Tongan, and other bilingual languages are highly encouraged to apply**

Summary: The Community Health Worker is responsible for providing housing services to houseless families/individuals living at our transitional housing shelter hotel, assist community members with Covid-19 wraparound support services, perform outreach to community members to discuss enrollment in Federal and State medical insurance and food assistance programs. This position provides outreach events to community members on various initiatives and programs offered through Rockwood CDC's community health department: East County Community Health (ECCH). This includes, but is not limited to; signing community members up for programs, assisting with completion of Federal Poverty Level (FPL) screenings, and providing education and outreach to culturally specific community members and their respective communities. This position must develop relationships to plan, mobilize, and hold pop-up outreach events, such as vaccine clinics, within the Rockwood and East County Community, and requires a significant amount of flexibility and multi-tasking to complete job responsibilities successfully.

Essential Duties and Responsibilities

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Develop and hold mobile clinics and outreach events in culturally specific communities, engaging local businesses, residences, schools, etc., to increase participation
- Understand how to navigate various Federal and State program websites to assist individuals with enrollment into affordable insurance and food assistance programs; forward applications and supporting documents to State Agencies and other offices as required
- Work with partner agencies to provide shared community members with education and assistance with enrollment in Federal and State medical insurance and food assistance programs
- Provide educational outreach within language-specific communities to inform them of health recommendations and requirements that pertain to infectious diseases and other health-related concerns and current events
- Provide wraparound support services and resources to houseless community members and their families in partnership with other state and local agencies
- Attend community-wide events, promoting ECCH and its programs to ensure awareness and understanding that improves accessibility to community members
- Work alongside state, county, and local agencies to support Individuals and families in quarantine/isolation due to Covid-19 with wraparound services
- Identify and assist eligible community members with navigation of medical appointments and follow-ups to ensure successful utilization of program resources
- Store, maintain, and protect the integrity and security of community members' files, process paperwork according to HIPAA guidelines, and maintain all information securely and confidentially; provide consistent record keeping, documentation, and communication to all community members assisted
- Attend informational sessions, both internally and externally, to remain up to date with industry trends and requirements for participation in Federal and State programs

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent organization and prioritization
- Excellent attention to detail and multi-tasking abilities
- Excellent communication and active listening skills that include cultural responsiveness
- Ability to work well independently and with others in the office and in the community
- Knowledge of computers and applicable computer programs such as Microsoft Office; must be able to pass basic computer proficiency test
- Understanding of the community development process
- Ability to find and leverage community resources
- Ability to maintain confidentiality when working with sensitive information
- Ability to understand Federal and State insurance and food assistance program requirements and application processes

Education and/or Experience

- Minimum of High School Diploma or equivalent
- Experience working in a community-based organization
- Must maintain an OHP Assister certification
- Must maintain and/or obtain Community Health Worker certification within six months of hire

Skills

- **Computer Skills-** Experience in learning new software programs and systems quickly and the ability to instruct others in use.
- **Language Skills-** Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Mathematical Skills**- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- **Reasoning Ability**- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management** – Assists in developing project plans; Provides processes and procedures to help coordinate projects; Communicates changes and progress.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk and listen and must regularly stand and walk
- Specific vision abilities required by this job include:
 - Close vision (clear vision at 20 inches or less)
 - Distance vision (clear vision at 20 feet or more)
 - Color vision (ability to identify and distinguish colors)
 - Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
 - Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- The employee may regularly lift up to 25 lbs.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate, similar to that of a busy office.

- Community outreach and events take this position outside of the controlled work environment, requires willingness to travel and engage with community members, occasionally including some weekends.
- www.ecchealth.org www.rockwoodcdc.org

Job Type: Full-time

Salary: \$21.00 - \$25.00 per hour

Benefits:

- 401(k)
- Health insurance
- Paid time off

Schedule:

- 8 hour shift

COVID-19 considerations:

We follow all Oregon Health Authority guidelines

Application Question(s):

- (Answer required) Do you read, write, speak another language other than English?
- (Answer required) Do you have lived and/or work experience with BIPOC communities and/or low-income communities?

Education:

- High school or equivalent (Required)

Work Location: One location