



COMMUNITY HEALTH WORKER

Summary of Position: The Community Health Worker (CHW) will work as part of a team to design and implement community programming in the Greater Englewood Community of Chicago. The community health worker will serve as a liaison/connector between community members in Englewood, care team, and the community at large. Helps to bridge conversations with community members and remove barriers that prevent them from accessing health and social services. Community Health Workers will primarily be working in the Englewood area with specific target populations. CHWs will work closely with medical providers, primary care teams, and other agencies to improve patient care and outcomes.

Position Type: This position is typically non-exempt and works under the direction of the Director of Neighborhood & Community Impact.

Essential Functions: 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.

Develop trusting relationship with community members by providing support and advocacy to help achieve health goals

- Help community members develop health management plans and goals
- Follow-up with health management/care plans with both community members and providers
- Coach community members in effective management of their chronic health conditions and self-care
- Assist community members in understanding care plans and instructions
- Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures in place
- Work collaboratively and effectively within a team
- Establish positive, supportive relationships with participants and provide feedback
- Help community members in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
- Assist community members in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and social services
- Facilitate communication and coordinate services between providers
- Motivate community members to be active, engaged participants in their health
- Effectively work with people (staff, clients, doctors, agencies, etc.) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions
- Build and maintain positive working relationships with the community members, providers, nurse case managers, agency representatives, supervisors, and office staff
- Continuously expand knowledge and understanding of community resources, services and programs provided, human relations and the procedures used in dealing with the public as part of a service or program
- Build volunteer resources and the practices associated with using volunteers, operations, functions, policies, and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations

- Identify and apply appropriate role definition and skilled boundaries

Other Duties: As assigned by the supervisor

Work Environment: Generally, this position operates in a professional office environment; however, this position may require some travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM; however, workday may include evening hours, holidays, and weekend may be required.

Physical Demands: Physical demands are part of the essential functions of this position. A significant amount of physical activity is required on a daily basis due to the need to move about the office. This position requires frequent communication with clients, employees, and others. The individual must be able to remain in a stationary position at times during the workday, operate a computer and other office productivity machinery.

Must be able to:

- Use the telephone and communicate with people both in and out of the office environment
- Apply manual dexterity for computer keyboarding and office equipment use
- Possess visual acuity to review detailed reports and information
- Must have reliable transportation
- Must be proficient in data entry, tracking, analysis, reporting, and database/software systems.
- Must be highly proficient with Microsoft Office, possess a strong attention to detail, be well organized, and a strong written and oral communicator.

Education and Experience: Position requires at least 1 year of working or volunteering experience with youth and in the community.

Qualifications:

Necessary:

- Experience in public health, social work, community development, or health-related fields
- Minimum 1 year of experience working or volunteering in community settings
- Reliable transportation
- Prefer candidates who are familiar and have experience with the community being served
- Background check and fingerprinting
- Familiarity with health topics including physical activity and nutrition
- Excellent oral and written skills in English
- Effective interpersonal communication skills
- Ability to work collaboratively with team and partners to plan and implement program activities
- Self-starter with ability to juggle multiple priorities and meet deadlines
- Ability to use computers and related software including word processing, spreadsheets, basic database management, presentation software, and internet-based tools

Preferred:

- Community Health Worker certificate

- Identify with the community be served
- Passion for working with community and in health

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-time