

ASHEVILLE HOUSING AUTHORITY JOB DESCRIPTION

JOB TITLE: COMMUNITY HEALTH WORKER (CHW)

GENERAL STATEMENT OF JOB

Under the general supervision of the Director of Resident Support Services, the Community Health Worker will collaborate with the Community Paramedic Team and Resident Support Staff to identify communities or neighborhoods with a high need for low-barrier healthcare and safe access to resources. CHW will support residents in creating plans for their community that address local needs and issues, usually related to recreation, health, housing, education, employment, and community resources. The purpose of these plans is to solve problems and improve opportunities and conditions for everyone in the local community. The CHW reports to the Director of Resident Support Services. (This is a non-exempt position under the FLSA.)

A community health worker is a front-line public health professional who is a trusted member of the community they serve or who has an extremely deep awareness of it. The worker is then able to act as a liaison or link between the community and health and social services, facilitating access to services while also raising the standard and cultural competency of service delivery. By enhancing health literacy and self-sufficiency through a variety of activities like outreach, community education, informal counseling, social support, and advocacy, a community health worker also strengthens the ability of individuals and communities. CHWs bring a valuable perspective to the multi-disciplinary teams in which they work, in that they are members of or have an unusually close understanding of a particular culture or community.

The primary objective of the CHWs is to provide culturally appropriate health education and information, help people get the care they need, give informal counseling and guidance on health behaviors, advocate for individual and community health needs, and provide some direct services such as first aid and health screenings, as well as resources and community connections to support each participant or family in achieving social and economic independence.

Applications will be accepted at the HACA Central Office. Please visit the Housing Authority website at www.haca.org, or contact LaFredia Morris at 828-258-1222 for an application. The Asheville Housing Authority is an equal opportunity employer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provide support to Community Paramedic team(s) during specific/peak hours by facilitating wrap around services including community member welfare checks, non-emergency 911 calls, making appointments for clients, client referrals, and client transport when needed by the outreach team.

Work within the CHW team and collaborate with community members to identify communities or neighborhoods with a high need for low-barrier health care and safe access to resources. Develops

workflow and networks with community members to establish needs in the community and ways to address those needs. Brainstorms with the EMS team to help get those needs met. If the outreach team cannot help, the team will work to identify other organizations that may be able to support.

Use appropriate documentation via county platforms to navigate case management and record data for outcomes.

Develop relationships in identified communities to facilitate low barrier care to medical needs, mental health needs, or general support/resources. Help facilitate these services and arrange outreach needs as trusted community members.

Liaison to other community peer support workers, community health workers, and health care organizations trying to provide care in overlapping locations or communities.

Collaborate to organize outreach efforts and education events with stakeholders or community members including recruitment and training opportunities.

Assists Peer Coordinator and Mobile LPN with client case management work (brainstorming/working together on solutions for clients or follow up care when needed)

Utilize individuals with strong ties to the education system who have the ability to profoundly impact the messages that the youth in our communities are receiving through personal and professional lives.

Support families in overcoming a variety of mental, physical, and substance misuse obstacles impacting youth by aiding families, schools, and after-school programs by providing resources, education, and increased access to health and other stressors including housing, trauma, abuse, incarceration, and undocumented immigration.

ADDITIONAL JOB FUNCTIONS

Completes a variety of periodic reports for analysis, follow-up and submission to the supervisor.

Makes home visits to the elderly, handicapped and disabled as necessary.

Perform duties as a Critical Service Area employee. There may be times that you will be asked to work non-traditional days and hours that are outside of the Housing Authority's general hours of operation.

Perform ride-alongs with the Community Paramedic team.

Performs other related work as assigned by supervisory personnel. The above duties are intended to describe the general content of and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities or requirements

MINIMUM TRAINING AND EXPERIENCE

Experience in a Community Health Worker role or substantial relevant life experience.

Willingness to gain Community Health Worker certificate within 6 months if not currently certified (but has required life experience).

SPECIAL REQUIREMENTS

Possession of a valid North Carolina Driver's License.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED

TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be able to operate a variety of office machinery and equipment including, computers, facsimile machines, calculators, copiers, printers, etc. Must be able to move objects of up to 10 pounds occasionally, and/or up to 5 pounds frequently, and/or a negligible amount of constantly. Must be able to operate a motor vehicle. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires movement of objects greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Interpersonal Communication: Utilizes communication skills grounded within the context of individual and community culture. Requires the ability to communicate to people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, correspondence, ledgers, logs, applications, etc. Requires the ability to prepare correspondence, reports, forms, audits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to communicate to people with poise, control and confidence.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Must be able to communicate via phone, text and email.

KNOWLEDGE, SKILLS AND ABILITIES

Effectively connects with the community and facilitates client connections.

Properly documents outreach interactions, activities, and observations

Ability to engage individuals and move them into action by providing clear and accurate resource information

Ability to build relationships with respect to diversity, using active listening, casual counseling, and encouragement

Ability to make observations of community contexts, determine relevance to client success and document appropriately

Ability to carry out an effective home visit and/or community event with respect to personal safety, safety of client, professional boundaries, and time/ conflict management

Ability to inquire for follow-up data regarding successful client progress and/or continued barriers