Job Description

Position Title: Community Health Worker
FLSA Status: Full Time, 40 hours weekly
Department: Frances Martinez Human Services Department
Reports to: Navigation Manager
Pay Range: $27.85 - $28.85 per hour

MISSION STATEMENT:
As an organization grounded in the Latino community of Washington State, it is the mission of El Centro de la Raza (The Center for People of All Races) build the Beloved Community* through unifying all racial and economic sectors; to organize, empower, and defend the basic human rights of our most vulnerable and marginalized populations; and to bring critical consciousness, justice, dignity, and equity to all the peoples of the world.

JOB SUMMARY: The Community Health Worker (CHW) reports directly to the Navigation Manager. The main focus of the CHW is to work with clients eligible for Care Connect Washington services and help them navigate the program and receive benefits when available. The CHW will need to develop a strong familiarity with Care Connect Washington functions, workflows, and services to be able to optimally serve clients. Training will be provided by HealthierHere and the Washington State Department of Health (DOH). Additionally, El Centro de la Raza will have trainings.

HealthierHere will lead the expansion of the Community Hub in King County in accordance with Washington State Health Care Authority (HCA) protocols for MTP 2.0 and Department of Health’s (DOH) Care Connect Washington program. The HealthierHere Community Hub supports individuals and families in their efforts to meet Health Related Social Needs (HRSNs) and navigate available King County health and social service resources.

ESSENTIAL DUTIES:

• Follow-up on client referrals promptly after assignment by calling clients to enroll them in services
• Communicate the purpose and services of the Care Connect Washington program to new clients
• Help clients get the services and resources they need
• Proactively schedule follow-up calls with clients who need additional support
• Document all contacts with clients and services provided on an online platform
• Send documentation for supervisor approval, as required by program workflows
• Follow the privacy policies of Care Connect Washington and the HealthierHere Community Hub and maintain client confidentiality
• Conducting client outreach in a timely manner in accordance with Community Hub policies and procedures.
• Collecting written or electronic consent from prospective clients.
• Conducting an assessment of each client’s Health Related Social Needs and setting goals with the client.
• Following up with clients at regular intervals to check the status of referrals and their progress on meeting goals.
• Discharging clients from the program in accordance with Community Hub policies and procedures.
• Collaborating with HealthierHere and other Case Management Partners in King County to share best practices, participate in continued learning and quality improvement, and provide input on program design and HRSN services networks.
• Meeting all documentation, performance, evaluation, and reporting requirements

SKILLS/TECHNICAL KNOWLEDGE:

• 2-3 years of customer service experience in a busy, dynamic environment
• Ability to clearly document interactions with clients and service providers in an electronic record system
• Effective communication skills; ability to practice careful listening
• Demonstrated ability to connect and engage authentically and respectfully with community members with diverse backgrounds
• Demonstrated ability to build trust with clients over the phone
• Demonstrated problem solving and troubleshooting experience
• Ability to work with creativity and flexibility, both independently and as a team member
• Strong organizational and time management skills
• Basic skills in Microsoft Word and Excel and use of the Internet
• Must be bilingual – English/Spanish

TRAININGS THAT WILL BE PROVIDED:

• Orientation
• HIPAA/privacy
• Confidentiality
• Reporting Child Abuse and Neglect
• Reporting Elder (Vulnerable Adult) Abuse and Neglect
• Cultural Humility
• Substance Use
• Domestic Violence
• Services in the Community
• Camden Coalition Complex Care Certificate

WORKING CONDITIONS:
Works in a general office environment 40 hours per week. May require a flexible schedule and reliable transportation for outreach events.

PHYSICAL REQUIREMENTS:
• Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
• Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead.
• Ability to operate telephone, desktop, or laptop computer.
• Ability to lift to 25 lbs.

NOTES AND SPECIAL REQUIREMENTS
The above duties or working procedures describe the chief function of the job and are not considered to be a detailed description of every duty of the job. Position requires a 6-month evaluation period.
El Centro de la Raza offers the following benefits to full-time:

- Medical and dental insurance with competitive employee and family rates.
- Basic life insurance is provided at no cost to employees; option to buy up for additional coverage.
- 401(k) plan with 5% employer contribution; eligible to participants after six months of employment; eligible for employer contribution after first year of employment with El Centro.
- 12 days of sick/safe pay time each calendar year (accrued by pay period); eligible to take accrued leave after 90 days of employment.
- 15 days of vacation accrued by pay period; start accruing upon hire; eligible to take after 6 months of employment plus a floating holiday and birthday off.
- 9 days of paid holidays + 5 days paid time off during the last week of December.
- Employment Assistant Program (EAP) for all employees, which provides help with mental health, stress, grief and loss, illness or trauma, relationship conflicts, financial guidance, life adjustments, and more.

Covid-19 Vaccination Requirement
All El Centro de la Raza employees are required to be fully vaccinated against Covid-19. Please bring your vaccination records on your first day. Failure to submit proof of vaccination will result in withdrawal of the job offer.

El Centro de la Raza will consider requests for reasonable accommodation based upon disability or religious belief. Please contact HR@elcentrodelaraza.org for the appropriate application forms.

Equal Employment Opportunity and Accommodation Statement: El Centro de la Raza provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment to meet the requirements of the position. El Centro de la Raza would attempt to satisfy requests if the accommodation needed is reasonable and no undue hardship would result.

To apply for this job please send your resume, cover letter and our employment application to:
Sylvia Rubio - Human Services Director, srubio@elcentrodelaraza.org, and HR@elcentrodelaraza.org

Please go to the El Centro de la Raza website to download a copy of our Employment Application.

REV: 06/2024