



**Job title:** Community Health Worker (CHW)

**Reports to:** Community Health Education and Outreach Program Coordinator

**Employment Status:** Full time position (Hourly – Non-Exempt)

**Salary:** \$18.00 / Hour, includes eligibility for health benefits and paid leave

**Location:** Various throughout Lake County

### **About Mano a Mano**

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people.

**POSITION SUMMARY:** The Community Health Worker (CHW) will provide education on prevention and vaccination against COVID-19 as well as underlying diseases in a caring and compassionate manner to community members affected by the pandemic. The CHW will work closely with other organizations and primary care teams to improve patient care and outcomes. The CHW will assess the needs of community members, provide referral support for health and social services, and follow up with community members on an ongoing basis. As part of a passionate, community-based team, the CHW will work to decrease health disparities due to COVID-19 and underlying diseases and help advocate for prevention, access to testing, treatment, and care, and the integration of immigrants in health.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Establish a relationship and connection with community members in an empathic way
- Assess and understand the health and social needs of community members
- Provide information on resources available in the community
- Collect and enter the data of the community members served in an accurate and timely manner in the database and protect the private information of community members and ensure that all data is secure and confidential
- Provide follow-up to community members, by phone or other digital means to ensure they are receiving the support they need
- Promote preventive health guidelines and protocols and reinforce public health messages about COVID 19

- Participate in all required meetings and trainings related to the CHWs program
- Planning in-person outreach and education events related with COVID19 and underlying diseases
- Work and support the promotion of events and initiatives of the team of volunteers Mano a Mano Community Health Workers and work in coordination with them.
- Collaborate in organizing supplies for outreach events and participate in the creation of written materials and other resources to promote outreach events

**Required skills:**

- Ability to think critically and make decisions based on the information provided
- Ability to initiative and work independently with limited supervision
- Ability to communicate effectively verbally and in writing in Spanish and English. Comfortable with communication over the phone, in person, and through other digital means. This includes text messages, phone calls, emails, and video conferences, as needed.
- Ability to meet deadlines and prioritize among many competing major projects.
- Computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet).
- Ability to work in a culturally diverse environment and possess the ability to interact in a professional, respectful, empathetic, and sensitive manner.
- Ability to build relationships with different types of people, including community members, organizational members, and healthcare providers.
- Attention to detail, excellent organization, and time management skills.
- Knowledge of the culture and values of the local community.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be fluent in English and Spanish, must demonstrate excellent people and communications skills, sensibility to people's needs, good understanding of immigrants' issues and of the adult basic education field; must be a team player, self-starter, and computer literate. This is an entry level and requires a degree or some college course in Social Work, human Services, or a related field, 1 year of professional relevant job experience, or a combination of the above. The position requires experience working with immigrants and sensitivity towards immigrants' issues. Reliable personal transportation and a valid driver's license.

**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. While performing the duties of this job, the employee is regularly required to canvass the community, access community businesses and organizations, operate normal office equipment and use a computer for extended periods of time.

**Transportation:** Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license.

Mano a Mano Family Resource Center is an EEO employer providing employment opportunities, whether salaried or voluntary, regardless of gender, race, religion, national origin, age, or disability. Mano a Mano, Family Resource Center has a policy to keep the workplace free from sexual harassment and intimidation.

If you are interested in applying for this position, send an email to Carla Rosales at [croales@mamfrc.org](mailto:croales@mamfrc.org) resume/curriculum vitae, cover letter and 3 references with subject: Community Health Worker Position