



Job Title: Community Health Case Worker

Reports to: Healthy Families Program Coordinator

Employment Status: Part-Time (25 hours per week)

Location: Various throughout Lake County (see summary for more details about locations).

Salary: Hourly pay, negotiable depending on experience. Includes eligibility for health benefits and paid leave.

Note: this is a grant-funded position; continued employment depends on performance and availability of funds.

PART – TIME COMMUNITY HEALTH CASE WORKER

The part- time Community Health Case Worker (CHCW) will work closely with community members to offer key health and wellness education through individual education sessions, as well as client support to access public benefits, health navigation assistance and other health and human services through comprehensively assessing client needs. The part-time CHCW will provide information and referral to other programs within Mano a Mano and to other health and human services agencies throughout the county.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned as needed):

- Utilizes screening tool to evaluate health and human service needs of immigrants and their family members;
- Assesses clients' eligibility for relevant services and benefits;
- Builds clients' understanding of other government agencies' requirements, procedures, and services;
- Connects clients with other relevant programming at Mano a Mano and identify other pertinent services available in the community;
- Develops a working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- Represents and promotes agency in the community to ensure high visibility and awareness of program offerings and other activities;
- Provides follow-up communication to clients after their initial appointments to assess clients' progress on service goals and identify any ongoing needs or challenges to receiving services;
- Educates approved Medicaid/Medicare/Marketplace/All Kids clients on how to properly use their insurance (preventative services, appropriate use of emergency room, etc.);
- Helps eligible clients identify and connect with PCP and/ or medical home;



- Ensures to keep track of the data accurately and record on the respective databases;
- Provides accurate interpretation and translation services for clients who have difficulty communicating with IDHS and other agencies offering supportive services;
- Develops a working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- Actively participates in outreach events in the community to ensure high visibility and awareness of program offerings and other activities;
- Attends required training and workshop sessions to gain and improve health literacy knowledge in order to better support clients;

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, **must be fluent in English and Spanish (written and spoken)**, must demonstrate excellent people skills, experience in working directly with customers/clients on a one-on-one basis; excellent communications skills, sensibility to people's needs, good understanding of immigrants' issues; must be a team player, self-starter, and computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet).

Education: This is a professional position therefore an associate degree in Social Work, Human Services or related field, is preferred. It requires experience working with immigrants and sensitivity towards immigrants' issues (or an equivalent combination of all the above; ex: if a candidate does not have a degree but can demonstrate previous years of experience in the field, he/she would be eligible).

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.

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Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation. To apply, *email* the following to Carla Rosales, Crosales@mamfrc.org: resume, cover letter, and 3 references with subject line: **Community Health Case Worker**