

## Job Description: Community Health Worker (CHW)

Exempt: No

Date: January

Supervisor: Shelter Director

Prepared by: Executive Director

Salary Level: \$17 FT plus benefits

**SUMMARY:** Responsible for assisting shelter clients with immediate health-related needs and connecting them to community resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:**

- Assess and assist shelter guests (clients) with health related needs, consulting with Nurse and Doctors as needed
- Set on-site appointments with CHUM Nurse, HOPE Clinic, and Duluth Family Medicine Residents
- Assist with client care recommendations
- Arrange appointments to urgent care or other medical appointments as needed
- Arrange for getting medication for clients as needed
- Assist with vaccination clinics
- Provide health education to clients
- Acquaint homeless individuals with community resources and encourage the utilization of these community services
- Follow up and assist shelter guests who are having difficulty accessing resources to which they were referred
- Obtain MN Sure Certified Application Counselor training and Certification; assist clients with obtaining and maintaining health insurance
- Document contacts with clients
- Develop and maintain relationships with health systems and public health
- Assist Street Outreach Coordinator as requested
- Participate in staff meetings and trainings
- Maintain appropriate behavior and treats others with courtesy and respect.

### QUALIFICATION REQUIREMENTS:

#### *Language Skills:*

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine and statistical reports and correspondence.

#### *Reasoning Ability:*

- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to use independent judgment in working with individuals.

#### *Other Skills and Abilities:*

- Ability to relate easily to and communicate effectively with people from a variety of backgrounds especially homeless individuals.
- Ability to communicate effectively with treatment providers and Shelter staff.
- Ability to keep accurate records in an organized manner.
- Ability to work independently, often alone, without close supervision.
- Conversely, ability to work interdependency with other staff as part of a team.
- Ability to maintain strict client confidentiality standards.
- Commitment to meeting needs of people seeking assistance from CHUM who are experiencing homelessness
- Have a clear understanding of mental illness and chemical addictions and be familiar with related community resources

*Technology:*

- Computer literate, able to use Word and Excel
- Ability to assist guests with navigating health care websites and referral platforms

**Preferred qualifications:** MN Community Health Worker Certificate and experience working or volunteering in similar field as a community health worker, peer specialist, peer advocate; lived experience of homelessness a plus; CHUM seeks a diverse workforce.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feet objects, tools, or controls; talk or hear; and taste or smell. The employee is required to stand; walk; reach with hands and arms; and stoop, kneel, or crouch.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

**Depending on the advice of public health officials, and their specific assignment, employees may have to wear full personal protective equipment. Staff will be trained in proper use and equipment will be supplied.**

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually moderate but busy.

**TO APPLY: SUBMIT COVER LETTER AND RESUME TO [CHUM@CHUMDULUTH.ORG](mailto:CHUM@CHUMDULUTH.ORG) WITH CHW IN THE SUBJECT LINE. APPLICATIONS REVIEWD AND EVALUATED AS THEY COME IN.**