

Community Health Worker

- **FLSA Status:** Full-time, Non-Exempt
- **Compensation:** Starting at \$20.00 per hour

Under the supervision of the Project Manager, in partnership with health plans and clinical providers, the Community Health Worker (CHW) works to build relationships with people experiencing homelessness and/or multiple chronic health conditions. The CHW provides advocacy and assists with connection to health services, housing and other social services.

The primary goal for a CHW is to assist persons experiencing homelessness or various chronic health conditions to access health, behavioral health, housing and social services. The CHW will administer assessment tools, facilitate placement into emergency housing and connect to social services. The CHW will also assist program enrollees in obtaining health insurance, establishing care with a primary medical home, and following up on health care needs as appropriate. When applicable, the CHW will connect eligible persons with County Mental Health Plan and System of Care services. The CHW will work as part of a larger team within Sacramento Covered and the engage with various other community agencies and local service providers.

About Sacramento Covered

Sacramento Covered is a nonprofit with a mission of improving the overall health and wellbeing of Sacramento area residents by connecting individuals and families to health coverage, primary and preventative care, behavioral health services, and other health-related resources. We value our team members for the essential work they do in our community year-round. Because of this, we prioritize offering competitive pay, robust benefits, and maintaining a diverse and inclusive work environment that is purpose-driven and outcomes-focused!

Healthcare Benefits

We provide:

- 100% of our employees' medical, dental, and vision plans
- 100% of employee dependents' medical plans
- Employee life Insurance coverage equal to 100% of annual salary
- A pre-tax Flexible Spending Accounts (FSA) for healthcare and dependent care expenses



Wellness Program & Paid Time Off

Each year, we provide:

- 120 hours of vacation and sick time
- 2 paid Wellness Days
- 13 paid holidays
- Employee appreciation events, professional development training, and retreats
- Access to an Employee Assistance Program (EAP) to help employees navigate work-related and personal issues



Financial & Retirement

We offer:

- A 403(b) Retirement plan with immediate employer match up to 4%
- An opportunity for yearly bonus
- An Employee Referral Program (\$250 when you refer each future team member)



Other Benefits

We also offer:

- An Employee Perks Program with discounts on amusement parks, travel, concerts, and more
- Mileage and tech reimbursement for eligible positions
- Clinical supervision hours provided by Licensed Clinical Social Worker (LCSW) staff for eligible team members
- Sacramento Covered-branded swag (shirts, hat, jackets, and more)
- Modern collaborative work space*
*most positions



Job Duties

- Provide support, empowerment, mentorship, education for patients with health challenges, including substance use and mental health issues.
 - Perform telephonic and in-person outreach to lists of Medi-Cal beneficiaries identified due to high utilization of emergency medical care, homelessness status, and/or various chronic conditions.
 - Work collaboratively with identified agency partners to conduct outreach in the community, focusing on those who are most vulnerable.
 - Assist in obtaining health coverage insurance and housing readiness documentation such as ID, social security card and income verification including coordination of transportation to appointments as necessary.
 - Work in various environments, including shelters, street outreach, home visits, homeless encampments and community clinics.
 - Assist clients in connecting to appropriate housing services and support.
- Maintains clients' confidentiality and strict adherence to confidentiality requirements.
 - Work with internal and external navigators from other agencies to ensure coordinated outreach approach.
 - Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of community services.
 - Work with team of Health Navigators to confirm health coverage and ensure comprehensive health services, nutrition programs and other community resources.
 - Attend team meetings, case conferences, training workshops and community meetings as needed.
 - Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
 - Regular attendance.
 - Other duties as assigned.

Requirements

- **Educational Attainment:** High School diploma or GED required. Bachelor's or Master's Degree in social work or other related field preferred. Certified Drug & Alcohol Counselor (CDAC) preferred. Certification in Behavioral Health preferable.
- **Employment Experience:** Experience working with unsheltered individuals experiencing complex health issues is desirable. Experience as a health navigator, peer support worker, outreach worker or promotora is desirable. Substance Use Disorder (SUD) experience preferred.

Qualifications, Knowledge, Abilities

- Awareness of socio-cultural characteristics of population served by Sacramento Covered.
- Cultural awareness and competency skills.
- Comfortable working with diverse populations including LGBT, individuals experiencing homelessness, and individuals struggling with mental illness and or addiction.
- Exceptional ability to connect and engage with people
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly.
- Detail oriented, organized and possess time management skills
- Must be able to work flexible hours (morning, afternoon and or evening shifts including weekends as needed).
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.

- Provide information in a manner that is culturally and linguistically appropriate to the needs of the client.
- Ability to work as a team member including in co-location settings such as clinics with clinicians and professionals as well as other community organizations.
- Serve as a resource for clients, other navigators and clinical staff.
- Working knowledge of Microsoft Office applications preferred.
- Problem solving, decision making and critical thinking skills required.
- Must have reliable transportation and be able to travel within the County.
- Must have a valid driver's license and pass a background/fingerprint check.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee will be:

- a. Subject to outside environmental conditions while conducting various levels of outreach to people experiencing homelessness.
- b. In addition to working in a typical office environment, the health worker will be required to work in areas inhabited by people experiencing homelessness, to include working in unclean and hazardous environments such as shelters, home visits, homeless encampments, and community clinics, and dealing with challenging individuals.
- c. Involved with clients, health provider personnel, government agencies (e.g. City of Sacramento, Department of Human Assistance, Department of Health and Human Services, Covered California, Department of Motor Vehicles, Social Security Administration, etc.), health provider personnel, community based organizations and partners under all conditions and circumstances.
- d. Subject to hostile and emotionally upset clients, family members, personnel and pets.
- e. Communicates with co-workers, health provider personnel, government agencies, community based organizations and partners.
- f. Works beyond normal working hours, and in other positions temporarily when necessary.
- g. Maintains a liaison with the client, their family, support personnel, etc., to adequately plan for the client's care.
- h. Maintains and participates in all job related training, certifications and renewals such as Mental Health First Aid, Motivational Interviewing and Certified Enrollment Counselor/Certified Application Counselor certification.

Physical Factors

- Physically able to walk, stand, stoop and lift, good manual dexterity, visual and auditory acuity.

Desired Knowledge

Successful candidates will have a strong knowledge of community resources in Sacramento and be familiar with community based health care delivery. Those with shared experiences with potential clients, including histories of incarceration, homelessness, mental illness, alcohol/drug use of disorder, etc. and experience navigating associated service delivery systems are encouraged to apply. Familiarity and working knowledge of Medi-Cal, CalFresh, and other public programs is preferred but not required.