**Community Health Worker**

**Job Description**

This position is responsible for conducting assessments, maintaining relationships, and assisting enrolled older adults with significant barriers to living independently in their own home. The employee will identify and work directly with individuals 55 and older who desire to remain independent at home as they age.

The position provides services at Tempe Senior Centers, other community locations, and in the homes of program clients. The CHW coordinates the delivery of support services for clients such as medical, legal and ancillary to remove potential obstacles, prevent isolation, and enhance the potential for client success. The position monitors client progress towards achieving independence by conducting regular home visits and connecting them with TCAA volunteers. This is an active, rewarding, and fast-paced role.

**Essential Functions:**

Identify vulnerable older adults and coordinate an effective plan of support:

* Conduct program intake.
* Evaluate and determine enrollment of services.
* Provide referrals for inappropriate applicants to other, more appropriate community agencies and institutions.
* Educate and assist clients with enrollment into public benefits.
* Review plan with client; provide resource information, referrals, and direction.
* Conduct monthly home visits with clients to assess progress and facilitate success in achieving their health and wellness goals.
* Interact with extended family to assist client in addressing barriers and attaining health and wellness goals.
* Maintain timely and accurate records in program data management system.

Coordinate delivery of social and other supports through volunteers:

* Help arrange appointments and other resources for participants.
* Monitor clients’ service requests in the task management system and work with Volunteer Coordinator to ensure servicer requests are fulfilled in a timely manner.
* Ensure service requests follow program guidelines.
* Support volunteer connections with program participants

Coordinate delivery of other supports through TCAA programs and public and community programs:

* Seek out resources for seniors.
* Collaborate with other service providers to expedite opportunities for participants.
* Assist participants in obtaining forms, completing applications and paperwork, and contacting providers with and on behalf of participant.
* Develop and maintain relationships with outside agencies to which participants can be referred.
* Attend community events to identify needs and offer services as assigned by Manager.
* Coordinate delivery of services through other TCAA Programs

Other Duties:

* Coordinate, plan, and identify social activities to address loneliness and isolation.
* Perform community outreach, prepare/disseminate program brochures and flyers throughout the community.
* Serve as a backup driver for group and individual transportation needs when volunteers are unavailable.
* Build and maintain relationships with internal and external partners.
* Attend inter-agency meetings and conference as needed and required.
* Demonstrate professionalism, compassion, and sensitivity in all interactions with participants.
* Meet contract and grant performance requirements and applicable health and safety standards.
* Maintain records of all client interactions and services
* Perform other duties as required.

**Position Qualifications**

Required:

* Bachelor's degree in social or behavioral science or Community Health Worker Certification or related field and one-year of directly related experience, and responsible work history indicating dependability, initiative, flexibility and ability to follow directions.
* Strong knowledge of 55+ resources
* Must have Arizona Level One Fingerprint Clearance Card and CPR/FA Certificate or apply upon receipt of offer of employment.
* Valid AZ Driver License and a driving record that meets agency standards. Must have reliable transportation. Proof of insurance is required.
* Intermediate to advanced proficiency in Word, Excel and Outlook. Data entry skills.

Preferred:

* Community Health Worker Certification
* Bi-lingual in English and Spanish.
* Knowledge of and sensitivity to the needs of older adults and adults with disabilities
* Able to relate to and build positive connections with older adults, be comfortable working in community and home settings, and work independently and within a team environment.
* Able to communicate clearly and effectively in many mediums: email, verbally, on the phone, in writing, and with body language. Includes listening skills and ability to follow directions and provide feedback. Confidence and professionalism in presentation skills. Able to represent the organization in the community.
* Possesses a fundamental understanding of current issues and challenges facing the target population including sensitivity to racial equity/diversity.

**Status:**

Full time/Non-exempt, 40 hours/week. Monday – Friday 8 AM to 5 PM, subject to variation

**Compensation:** $18 - $21 per hour, depending on experience

**Benefits:**

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical, dental and vision insurance, life insurance, disability benefits, health savings account, and retirement. Additionally, TCAA pays 100% of the employee premium for the medical insurance plans.

**TCAA is an Equal Opportunity Employer**

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company’s achievement as well. We embrace and encourage our employees’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

TCAA is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at TCAA and is an important principle of sound business management.

**To apply,** send a current resume to [humanresources@tempeaction.org](mailto:humanresources@tempeaction.org)