



Tempe Community Action Agency

Community Health Worker Emergency Shelter Programming Job Description

TCAA is seeking to hire an individual with lived experience to serve as a Community Health Worker responsible for providing highly individualized services to promote self-determination and decision-making abilities among sheltered and unsheltered adults as they take their next step in their journey to stable housing. The position conducts assessments, develops service plans, performs advocacy and health education, and assists adults to access vital supportive services to address social determinants of health. The position also monitors client progress towards achieving health care and housing goals. This is an active, rewarding, and fast-paced role.

Essential Functions:

Identify adults experiencing homelessness and coordinate an effective plan of support:

- Conduct program intake.
- Evaluate and determine needed supportive services such as mental health, medical, nutrition, legal, financial, and others.
- Assist participants in obtaining forms, completing applications and paperwork, and contacting providers with and on behalf of participant.
- Accompany and/or assist participants with transportation to healthcare appointments. Provide referrals for applicants not selected for shelter enrollment to other appropriate community agencies and institutions.
- Educate and assist participants with enrollment into public benefits including using the SOAR process.
- Review service plans with participants; provide resource information, referrals, and direction.
- Meet weekly with shelter participants to assess progress and take necessary steps toward attainment of health and wellness goals.
- Maintain timely and accurate records in program data management system.

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

- Seek out resources that match participants' needs.
- Collaborate with other service providers to expedite opportunities for participants.
- Attend and represent TCAA at community events to identify new resources and promote TCAA services.
- Coordinate access to services offered by other TCAA programs.

Other Duties:

- Perform community outreach, prepare/disseminate program brochures and flyers throughout the community.
- Assist in program evaluation processes.
- 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:

TCAA is an Equal Opportunity Employer



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- Community Health Worker Certification or ability to attain upon hiring.
- Directly-related experience with unsheltered populations
- One year directly related work experience and demonstrated responsible work history indicating dependability, initiative, flexibility, and ability to follow directions.
- Must have Arizona Level One Fingerprint Clearance Card and CPR/FA Certificate or ability to qualify and 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 proficiency in Microsoft Office products. Proven data entry skills.

Preferred:

- Bachelor's degree in social or behavioral science or Community Health Worker Certification or related field
- Experience working within Office 365 SharePoint environment.
- Bi-lingual in English and Spanish.
- Able to relate to and build positive connections with adults, be comfortable working in community settings, work independently and within a team environment.
- 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 10 AM to 6:30 PM, subject to variation

Compensation: \$19 - \$24 per hour, depending on credentials and 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.

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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

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