



## Job Description

<b>Position:</b>	Community Health Care Worker
<b>Reports to:</b>	Director of Financial Opportunity Center (FOC)
<b>Status:</b>	Exempt
<b>Hours:</b>	Full-Time / Maximum of 40 hours per week
<b>Hours of Operations:</b>	Mon-Fri 8am-4pm

**Organizational Description.** North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

**Our Mission.** To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

**Opportunity:** We are seeking a Community Health Worker (CHW) will serve as a bridge between the patient, the medical system, and community-based organizations by building trusting relationships with community members served by the program. The CHW will also help in identifying barriers to accessing quality care, work with individuals to overcome these barriers, provide relevant referrals, and follow-up with clients accordingly. The CHW is employed by WW participating community-based organizations.

### **Key Responsibilities.**

- Complete Health Risk Assessments (HRA) with clients, patients and/or community participants living in target zip codes.
- Assist with community resources and scheduling appointments.
- Educate community members on the importance of engaging in primary care.
- Refer to Medical Home CHWs at Wellness West primary care practices for ongoing follow up and engagement with a primary care provider.
- Follow up with patients referred to primary care.
- Accurately document patient information, assessments, and referrals.
- Help address social determinants of health such as diabetes, blood pressure, etc. that are prevalent in the community.
- Attend ongoing professional development training required for the position.



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## Qualifications.

- High school diploma or GED.
- Some knowledge of Chicago's West Side communities (resident of a West Side community preferred).
- Demonstrate ability to collaborate and communicate effectively in a team setting.
- Punctual, reliable, and willing to learn.
- Ability to maintain effective and professional relationships with patients and other members of the care team.
- Strong interpersonal skills, communication skills, and confidence and persistence in seeking out providers' time to review patient progress.
- Displays high energy, empathy, and organization skills.
- Ability to effectively engage patients in a therapeutic relationship, when appropriate, by telephone or face-to-face.
- Experience with or ability to learn assessment tools and interventions for hypertension, diabetes and mild to moderate depression DESIRED.
- Experience working with underserved, transient populations.

### **NLEN Core Values**

#### **Neighborhood-focused employment initiatives are fundamental.**

Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

#### **Quality of work matters.**

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

#### **Economic mobility is essential to reducing poverty.**

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

#### **We must address the racial wealth gap and social inequality.**

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

#### **Everyone deserves human dignity and empowerment.**

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and



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community survive loss and trauma and rebalance the power dynamic between participants and authority figures.