



Position: Community Health Worker (CHW)	Status: Non-Exempt
Reports to: Community Health Program Manager	Date: July 2024

Background

The vision of Greater Newark Health Care Coalition (GNHCC) is for all residents of Newark, East Orange, and Irvington to have a fair and just opportunity to attain their highest level of health. GNHCC is also one of four not-for-profit regional health hubs (RHHs) in New Jersey working with both clinical and social service providers to improve patient care and outcomes for Medicaid beneficiaries. In furtherance of this vision, and role as an RHH, GNHCC plays four key roles: convenes community stakeholders, collects and analyzes data, pilots programs, and advances advocacy and policy. GNHCC plays these roles in three areas of work: maternal & infant health, child & adolescent health, and regional community health.

Position Summary

The role of the Community Health Worker (CHW) is to help families overcome social and health-related barriers, navigate healthcare systems, connect to health and social services and support, and provide advocacy and support to improve health outcomes. CHWs serve as an integrated partner of support to families and the multidisciplinary care team; including but not limited to individuals at highest risk of CVD with a focus on hypertension and high cholesterol. This position is grant-funded through June 2025 but may be extended.

Principal Responsibilities:

- Collaborate with multidisciplinary clinical care team at the University Hospital Ambulatory Care Center (ACC) General Medicine clinic.
- Conduct outreach and educational activities in targeted census tracts to promote the cardiovascular clinic at University Hospital.
- Provide and maintain high-level case management of a minimum of 20 clients requiring complex levels of support and resources
- Establish and maintain a network with community agencies and resources that may benefit individuals with cardiovascular disease
- Conduct regular needs assessments, including assisting clients with setting goals that promote social and behavior change
- Make weekly follow-up calls, community and home visits to participants
- Motivate clients to meet their health and well-being goals
- Help clients with social issues like homelessness, behavioral health, and hunger, and assist clients with organizing their records, making follow-up appointments, and filling prescriptions
- Help clients fill out applications for benefits like insurance and food stamps
- Document each client encounter in detail
- Prepare reports and documents as needed or requested
- Attend regular team meetings with the University Hospital team and with GNHCC staff as required

- Attend ongoing training and professional development as required
- Work with other CHWs in the region to optimize CHW supports
- Adhere to the GNHCC policy and procedures in professional development and conduct
- Other duties as assigned

Knowledge, Skills, and Abilities

- Demonstrated ability to communicate and drive outcomes across professional disciplines, organizations and clinical settings, especially on behalf of medical and socially vulnerable populations.
- Ability to effectively oversee case management for socially and medically complex clients in a variety of non-traditional settings; experience serving in poor, urban environments; familiarity with Newark is preferred.
- Competence in English and one other language spoken in the service area, Spanish, French Creole, or Portuguese.
- Exceptional organizational and interpersonal skills, with attention to detail required; strong oral/written communication skills are a must along with strong command of Microsoft Office.
- Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment.
- Demonstrated ability to work well with people of various ages, backgrounds, ethnicities, and life experiences.
- Ability to work well and maintain professionalism under times of stress and pressure.
- Ability to travel to multiple locations; valid driver's license and automobile that is insured.
- Ability to work non-traditional hours if needed based on operational needs and to meet the needs of the community.

Job Competencies & Minimum Qualifications:

- Associate's/Bachelor's degree preferred; or a combination of education and experience
- 1-3 years of community health experience preferred
- Familiarity with the geographic area and the population to be served including high need Medicaid eligible populations and uninsured women
- Knowledge of cultural and lifestyle diversity issues with ability to network with a specific population
- Excellent verbal and written communication skills
- Strong organizational and interpersonal skills
- Ability to work flexible hours, including some occasional evening and weekend hours
- Valid driver's license and reliable transportation required

Working Conditions/Physical Demand: Various community settings including home visits in Essex County; able to drive a car; use a laptop, cell phone, other office machines such as fax, copy, and scanner; able to occasionally lift 20-25 pounds.

To apply, please send a cover letter, resume and three references to admin@greaternewarkhcc.org. Please include "Community Health Worker" in the subject line.