



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

**UNITED WAY OF SOUTH HAMPTON ROADS
Community Health Worker (CHW)**

Title:	Community Health Worker
Department:	Community Impact
Report To:	Director, Health Equity
Date Created:	August 2022

Why Work for United Way:

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do, and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

United Way improves lives by mobilizing the caring power of communities to advance the common good and to help all residents thrive. We all benefit when a child succeeds in school, when someone finds a job that sustains a family, or when more people get quality, affordable healthcare. United Way endeavors to drive measurable impact by focusing and accelerating our current agenda centered around economic mobility, education, and health initiatives while remaining responsive to community needs with flexibility to respond to critical needs and crises.

The Community Health Worker (CHW) is responsible for helping patients and their families to navigate and access community services, other resources, and adopt healthy behaviors. The CHW supports providers and the Case Managers through an integrated approach to care management and community outreach. As a priority, activities will promote, maintain, and improve the health of patients and their family. CHW provides social support and informal counseling, and advocates for individuals and community health needs based on a client/family needs assessment with a focus on services addressing social determinants of health.

Commitment to diversity, equity, & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The Community Health Worker adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work and serve with both internally and externally. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Key Accountabilities

1. Educate about and promote Healthy behaviors for clients and their families
2. Collaborate with UWSHR initiative Case Managers and Mentors to provide support to clients/families on their journey towards health, wellness, and self-sufficiency.
3. Advocate to remove systemic barriers for equitable access to health and wellness services.

Essential Duties and Responsibilities

Outreach and Advocacy:

- Responsible for establishing trusting relationships with patients and their families while providing general support and encouragement.
- Provide ongoing follow-up, basic motivational interviewing, and goal setting with patients/families.
- Follow up with patients via phone calls, home visits and visits to other settings where patients can be found.
- Help patients set personal health related goals and attend appointments.
- Provide referrals for services to community agencies as appropriate.
- Help clients connect with transportation resources and provide appointment reminders in special circumstances. Transport patients based on UWSHR transportation policy.

Community Collaboration:

- Effectively communicate UWSHR's mission and vision.
- Work closely with medical providers to help ensure that patients have comprehensive and coordinated care plans.
- Work collaboratively with other clinical personnel assigned to the same patient.
- Knowledgeable about community resources appropriate to needs of patients/families.
- Responsible for providing consistent communication to the Case Manager to evaluate patient/family status, ensuring that provided information, and reports clearly describe progress.



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

Data & Reporting

- Record patient care management information in the database and other software no later than 24 hours after patient contact.
- Maintain and manage assigned caseload of patients.

Program & Implementation

- Maintain and manage assigned caseload of patients.
- Maintain confidentiality and always remain current with HIPAA compliance.
- Utilize all tools and resources available to manage caseload, including but not limited to Unite Us and 211.
- Be available based on the needs of clients with the ability to be flexible with scheduling, including traditional and non-traditional work hours; evening and weekends may be required to meet the needs of clients and families.

Marketing, Resource Development, & Outreach

- Work effectively with supervisor, Resource Development and Marketing teams to develop and communicate compelling messages to collaborating partners, and to the larger community utilizing various media.
- Maintain and distribute information (participate in events, announcements, trainings) via email, website, and other platforms, as needed.
- **Other duties as assigned.**

Key Skills Requirements:

- High school graduate or equivalent required
- Paramedic or Certified Nursing Assistant preferred
- Successful completion of a Community Health Worker formal training program, or ability to complete within 6 months of hire.
- Medical terminology and/or background preferred.
- Knowledge of local community resources and services.
- Experience in community outreach efforts (paid or volunteer) in patient or customer service.
- Excellent problem-solving skills.
- Excellent communication, interpersonal, listening, writing.
- Ability to take tasks to completion with minimal supervision.
- Microsoft Office skills and experience required.
- Commitment to excellence and the mission of United Way.

Work Demands & Environment:

- Ability to stoop, lift, finger – for example pick, pinch, type, and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

- Although inside work is the standard, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

Interested? Please send your cover letter and resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.