



Building a rural community where our
LGBTQ+ community can *thrive*.

Community Health Worker (CHW) position, grant-funded

POSITION SUMMARY

Through support from the Augusta Health Foundation, the Shenandoah LGBTQ Center will be launching a landmark Community Health Worker program. This program's focus will be on health care navigation, health education and goal setting to improve coordination and access to care for our LGBTQ+ community. The Community Health Worker (CHW) works directly with patients in the LGBTQ community to identify their health-related goals and makes connections with health system and community-based resources to help patients achieve those goals. The ideal candidate for this role will be a trusted member and advocate for their community and works on the ground to promote healthy behaviors, build stronger relationships between the community and health and social services, and increase accessibility to those services. They seek to improve the quality and cultural competency of service delivery by acting as liaison between health services and the community.

RESPONSIBILITIES

- Provide outreach, social support, and relevant educational programming to clients in the community who are at risk for poor health outcomes due to social and environmental circumstances.
- Screen clients for social determinants of health, identify potential resources to address clients' needs, and facilitate referrals to appropriate programming.
- Work with clients to identify their health goals and provide case management and support to help them achieve those goals.
- Effectively coordinate with the clinical care team, case managers, and community-based resources to ensure clients' needs and goals are defined and understood.
- Document all interactions appropriately in the designated medical record and track referrals through the Unite Virginia online referral system.

- Assist clients with tasks related to their health and well-being, including organizing records, filling prescriptions, making follow up appointments, and completing financial assistance paperwork.
- Maintain connections with clients via weekly contacts (telephonic and in person).
- Meet with clients in a variety of locations, including clients' homes, the Shenandoah LGBTQ Center, and other community and local health system facilities.
- Maintain basic data sets to measure the success of the CHW program.
- Coordinate regularly with Augusta Health Community Outreach, AH Population Health and the Shenandoah LGBTQ Center's Health and Human Services Committee to share insight and to assist with program assessment and program development.
- Other duties as reasonably assigned.

REQUIREMENTS

Education: High School Diploma or equivalent, Two year college degree preferred

Experience:

- Must be familiar with neighborhoods and community-based resources located in the Staunton, Augusta, and Waynesboro (SAW) areas. Long-term residency in SAW area is preferred.
- Must have work or volunteer experience assisting clients with meeting social needs (housing, food, clothing, employment).
- Experience working with the LGBTQ+ population is highly preferred.
- Community health or public health education experience preferred.
- Basic computer skills required, including data entry experience and Excel
- Active VA driver's license and reliable transportation

License Requirements: None, but Community Health Worker certification preferred.

PREFERRED QUALIFICATIONS

- Excellent oral and written communication skills
- Ability to communicate medical information to health care professionals and care coordinators over the telephone
- The ability to work collaboratively and effectively with a wide range of constituencies in a diverse community
- Ability to plan, implement, and evaluate individual client care plans
- Creative problem solving skills and ability to quickly adapt to changing environments

POSITION DETAILS

Part-time, temporary grant-funded position, reports directly to the Executive Director

Compensation:

- approximately 20-25 hours/week
- Salary Range: \$20-25 per hour, commensurate with experience

Application Instructions: Interested applicants should submit a resume and cover letter to anguyen@shenlgbtqcenter.org. Applications will be reviewed as soon as they are received. Applications must be submitted no later than March 31, 2022.

The Shenandoah LGBTQ Center is an Equal Opportunity Employer and is committed to pursuing equity and creating an inclusive environment for our employees and community. All applicants will be considered for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, national origin, disability status, genetic information, marital status, amnesty, status as a covered veteran, or any other characteristic protected by federal, state and local laws.