

## **ST. LOUIS INTEGRATED HEALTH NETWORK**

### **POSITION DESCRIPTION**

Position Title: Community Health Worker

#### Position Purpose:

Reporting to the Justice Initiatives Program Manager, the Community Health Worker (CHW) will navigate community reentrants through the health and social service system. Community reentrants will be referred to a Community Health Worker by jail personnel, attorneys, judges, or through self-referrals prior to release to start the process of identifying resource supports (including healthcare coverage, health and behavioral health appointments, referrals for housing assistance, employment, etc.). The CHW will follow community reentrants for up to 12 months – during the most vulnerable months of transition back to the community. The CHW will act as a bridge to help community reentrants stay connected to support. The CHW will work in coordination with the community reentrant and other program stakeholders to complete re-entry wellness planning, navigate to care/resources, promote health and wellness, facilitate continuity of care, advocate and coach, and support individuals to set and work towards self-identified goals. The CHW will provide ongoing follow up and outreach and complete regular data entry.

#### About IHN RE-LINK Program:

The purpose of the Re-Entry Community Linkages (RE-LINK) program is to improve health outcomes for re-entrants in transition from jail to their communities. The targeted population are reentrants ages 18-45 facing economic and environmental disadvantage that are discharged from jail to the community. The goals of the RE-LINK program are: (1) improved coordination and linkages among criminal justice, public health, social service, and private entities to address health care and health care access of community re-entrants; (2) reduce health disparities experienced by the reentry and justice-involved population; (3) increase access to needed public health, behavioral health, health care coverage, and social services; and (4) reduced recidivism.

#### Qualifications:

- Strong analytical, interpersonal, communication and organization skills.
- Ability to work in a self-directed manner and without close supervision.
- Proficiency with basic technology such as Microsoft 365/OneDrive, Microsoft Word, Microsoft Excel, and Internet browsing software is required.
- Proficiency with data entry and recording client case notes.
- Basic office management skills and is detail oriented and organized.

- Weekend or evening work may be required to fit client needs.
- Must have reliable, personal transportation with valid driver's license.
- Prior experience working with people aged 18-45, people impacted by the criminal legal system, community-based organizations, uninsured and Medicaid population is preferred.
- Knowledge of State social service agencies and community resources preferred.
- Knowledge of health education, motivational strategies, and an empathetic manner working with the underserved preferred.
- Associates degree or 2 years of relevant experience required. Experience in a nonprofit, social work, criminal justice setting, or related field is preferred.
- Prior experience in community health outreach or similar positions within a health care setting is preferred.

Primary Responsibilities:

- Responsible for the implementation of the goals and objectives set forth and adopted by the IHN.
- Executes the day-to-day implementation of the IHN's RE-LINK Program.
- Provide outreach, education, referral and follow-up, advocacy, and home visiting services as needed to participants of the IHN RE-LINK Program, primarily people aged 18-45
- Provides basic health literacy and information about how to best access and utilize the health and social service system.
- Works together with community reentrants to develop a wellness plan with key goals and objectives to facilitate reentry. Coaches and supports community reentrants to set and accomplish wellness goals.
- Coordinates with stakeholders in regional jails to facilitate Medication-Assisted Treatment (MAT) for clients who present with Opioid Use Disorder
- Facilitates appointments to health and social service organizations. Follows up on appointments or other instructions from health homes and community providers by call, text or home visit. Works to ensure the reentrant attends and has access to scheduled appointments.
- Communicates with providers about barriers to self-management and access to care. Assists with post-hospitalization or emergency department visit follow up.
- Assists in completing all required forms, agreements, case notes, etc., supplies them to client when appropriate, and keeps proper documentation organized in a system.
- Effectively communicates and coordinates with all program-related stakeholders (Public Health Coordinator, attorneys, family members, St. Louis County correctional officers, St. Louis County Jail case managers, etc.) to facilitate supports before and after release.

- Provides timely and relevant reports to Justice Initiatives Program Manager regarding the status of the goals and objectives established by the IHN on the initiative.
- Collect and document data using the Efforts to Outcomes web-based software.
- Complete data entry in a timely manner.
- Maintains confidentiality and uses only the minimum amount of protected health information (PHI) necessary to accomplish job related responsibilities.
- Attend organizational, community, and partner meetings in a punctual and timely manner
- Perform other duties as assigned

#### Competencies:

Incorporates basic competencies into all aspects of the position, including:

- Service orientation: has a genuine desire to help others, especially those in need. Derives satisfaction from serving others. Understands people's needs and overcomes obstacles in serving them.
- Attitude toward change: adapts to and works effectively with a variety of situations, individuals, groups and systems.
- Personal effectiveness: takes initiative to do more than the minimum requirements of the job. Expresses self- confidence in stating opinions and when called upon to make decisions.
- Interpersonal and team performance: builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- Values diversity: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for microaggressions; recognizes differences as opportunities to learn and gain by working together.
- Quality focus: minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information. Actively explores ways to improve quality of output.
- Problem-solving effectiveness: uses data and analytical thinking to identify problems and develop solutions.
- Task accomplishment: acts resourcefully to ensure that work is accomplished within specified time and quality parameters. Is able to focus effectively on more than one task or project at a time.

Additional Information:

Position is full-time, 40 hours per week, non-exempt position. This position is currently funded by a grant set to end in 2023 with additional funding currently under review.

Employees will be eligible for full benefits including health, retirement and vacation benefits. Candidates who have been impacted by the criminal legal system are strongly encouraged to apply.

Reporting Relationships:

The Community Health Worker reports to the Justice Initiative Program Manager.

Work Environment:

Some work in an office environment at IHN's City Central West End office location but mostly work in the St. Louis County jail, the St. Louis community, working one-on-one with clients who have been impacted by the legal system. Regular, daily travel to RELINK staff sites and external meetings required within a 60-mile radius. Travel is primarily local during the business day, although some out-of-the-area travel may be expected. Rare overnight travel. The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and distance vision.

Starting Salary Range:

\$35,000 - \$40,000 a year, contingent on experience.

Application Instructions:

Please send resume, cover letter, reference list, and salary requirements to:

St. Louis Integrated Health Network

ATTN: Human Resources – Community Health Worker Position

HR@stlouisihn.org