



**Mission:** The IHN, through collaboration and partnership, strives for quality, accessible, and affordable healthcare services for all residents, with an emphasis on the medically underserved.

**Guiding Principles:**

*Health Equity • Patient-Centered Orientation • Accountability  
Outcome-Focused Decision Making • Innovation*

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

**POSITION DESCRIPTION**

**Position Title:** Manager of Community Services, CHW (STL City Tornado Recovery)

**Position Details:** Position is full-time, exempt, 40 hours per week. Typical work hours are 9-5, M-F but some evening and weekend hours will be required. This position is funded through a contract that ends December 31<sup>st</sup>, 2026. The project is expected to continue past that date, but funding is not guaranteed. This role is eligible for full IHN benefits (details below). We are currently hiring for 1 full time position.

**Position Purpose:** Reporting to the Project Director for the Tornado Recovery Community Health Worker (CHW) Project, the Manager will supervise and support a team of up to 6 CHWs to provide navigation services to meet the health and social needs of households impacted by the May 16<sup>th</sup> tornado in St. Louis. The Manager will coordinate community outreach efforts, including staffing City funded resilience hubs and neighborhood canvassing. The Manager will support the CHW team in meeting the needs of their caseload through problem solving and collaborating with other service providers. The Manager will support a small caseload of residents as needed.

**About IHN Community Health Worker “Tornado Recovery” Project:**

The St. Louis Integrated Health Network (IHN) understands that St. Louis City residents impacted by the May 2025 tornado continue to face urgent, unmet needs that are harmful to their health and may result in permanent displacement. IHN is planning a continued mobilization of a team of community health workers (CHWs) who will conduct proactive outreach to navigate disconnected residents to services. This work will be conducted with a place-based approach that prioritizes trust and relationship building through a consistent community presence. As a part of this approach, the team will engage with as many community

members as possible through door-to-door outreach focused on identifying resident needs, as well as their goals.

**Qualifications:**

- Strong analytical, interpersonal, communication, and organizational skills.
- Ability to work remotely in a self-directed manner and without close supervision.
- Strong stress management, resiliency, and case management skills.
- Ability to perform work activities in a safe manner among vulnerable populations.
- Proficiency with technology such as Microsoft Word, Microsoft Excel, Microsoft Office365, Virtual Meeting technologies, and Internet browsing software is required.
- Basic administrative skills and detail-oriented and organized.
- Weekend or evening work may be required to fit client needs.
- Must have a reliable, personal vehicle with valid driver's license, state required automobile insurance and clean driving record.
- Must have a reliable, personal mobile phone.
- Knowledge of local social service agencies and community resources preferred.
- Knowledge of health education, motivational strategies, and an empathetic manner working with the underserved preferred.
- CHW certification is required.
- Minimum of 4 years of relevant experience required. Experience in a non-profit, social work, or related field is preferred.
- Prior experience in community health outreach or similar positions within a health care setting is preferred.
- Specialized experience serving a specific population (seniors, justice-involved, youth, etc.) or meeting a specific need is preferred (maternal health, mental health, chronic disease, etc.).
- Experience living in the tornado impacted area and/or work experience responding to the tornado is preferred.

**Primary Responsibilities:**

- Responsible for the implementation of the goals and objectives set forth and adopted by the IHN.
- Manages the day-to-day implementation of the IHN's Community Health Worker "STL City CHW Tornado Recovery" Project.
- Supervise and coordinate CHW outreach, ensure full field coverage, and provide real-time guidance during outreach activities.
- Oversee and support the CHWs in completing applications, ensure accuracy and completeness, and assist with complex cases or barriers.
- Monitor CHW documentation, ensure timely and accurate data entry, review records for quality, and compile zone-level reports for leadership.
- Support CHWs with challenging or complex applications and escalate issues to DCMs or program leadership when needed.
- Coordinate and track all home visits, ensure CHWs follow safety protocols, and provide backup coverage or accompany staff when needed.

- Identify urgent housing or safety needs and escalate concerns as needed.
- Ensure CHWs manage caseloads appropriately, provide coaching on service delivery, and help troubleshoot challenging situations.
- Serve as primary liaison between CHWs, DCMs, and partner agencies; ensure CHWs make appropriate referrals and follow up on service coordination.
- Provide information on available tornado relief resources and support options.
- Participate in team meetings, debriefs, and required trainings.
- Effectively communicate and coordinate with all project-related stakeholders (including IHN staff, partners, call center operators, coordinators at social service organizations, and case workers) to facilitate support.
- Perform other duties as assigned.

### **Competencies:**

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

- *Organizational commitment:* aligns own behavior with the needs, priorities and values of the organization.
- *Service orientation:* has a genuine desire to help others, especially those in need. Derives satisfaction from serving others while remaining attentive to one's own wellness. Understands people's needs and overcomes obstacles in serving them.
- *Learning orientation:* values and seeks opportunities to learn. Collects and uses information relevant to work-based problems.
- *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.
- *Achievement motivation:* sets challenging objectives and works to continually improve personal performance.
- *Interpersonal and team performance:* builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- *Values diversity and equity:* 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 micro-aggressions; 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.

- *Proven track record and requisite skillset:* has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN. The skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- *Leadership:* Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

**Additional Information:**

The Manager of Community Services, CHW, is a full-time, 40 hour per week, exempt position. Employees will be eligible for full benefits including medical/dental insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program and period review for incentive pay based on organizational and personal achievement. Employees will receive eligible mileage and parking reimbursement. Personal vehicles will be required for project work; a phone, laptop/tablet, and basic office supplies will be provided. This role is currently funded through December 31<sup>st</sup>, 2026. Additional funding is not guaranteed.

**Reporting Relationships:**

The Manager reports to the Project Director(s).

**Work Environment:**

Majority of the work happens in the community, particularly in the tornado recovery zones as well as virtually with IHN staff and partner organizations. Regular, daily travel for client visits is required within a 25-mile radius. Travel is primarily local and during daytime hours (7 AM – 7 PM). Some evening and weekend availability is required. 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 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

**Salary Range:** \$58,000 - \$62,000 annually based upon experience

**Application Instructions:** Please send a resume to [HR@stlouisihn.org](mailto:HR@stlouisihn.org) with the Subject: Manager of Community Services, CHW, Position – Tornado Recovery. All applications will be evaluated to interview for the Manager of Community Services (CHW), Lead CHW, and CHW positions.

**Timeline:** Applications are due no later than April 15<sup>th</sup>, 2026. If invited to an interview, virtual interviews may be scheduled as soon as April 6<sup>th</sup>, 2026. The desired start date is as early as May 4<sup>th</sup>, 2026.