

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title: Transition Clinic Community Health Worker

Summary

The Transitions Clinic Community Health Worker (CHW) will provide outreach, counseling, navigational, and case management services to recently released prisoners with chronic diseases including those affected by substance (SU) and/or mental health (MH) issues who present at or are recruited by the Transitions Clinic Program at Community Health Alliance of Pasadena (ChapCare), which provides high-quality primary healthcare services to communities in the western and central San Gabriel Valley in Los Angeles County, CA.

Specifically, the role of the community health worker is to:

1. Operate in a supportive role within an interdisciplinary health care team utilizing an integrated care and treatment model.
2. Provide outreach, case management, and navigational services to recently released prisoners with chronic medical, psychiatric, and substance use conditions.
3. Collaborate with the primary care provider (PCP) and the Behavioral Health Provider to provide health and behavioral interventions that will maximize patient health outcomes.

Essential Duties and Responsibilities

Under supervision and with oversight from the Transitions Clinic Behavioral Health Director and Transitions Clinic Program Director, the Transitions Clinic CHW is responsible for performing the following essential job functions:

- Provides support, empowerment, education, and case management services to recently released chronically ill individuals with co-morbid substance use and mental illness individually and in a group setting.
- Recruits patients by conducting outreach activities in the community, prison, or local jails.
- Conducts periodic assessments (as needed) of patient's substance use, physical activity, dietary habits, cigarette smoking habits, and social and economic resources.
- Educates clients with chronic illness about evidence-based standards of care and self-management of their chronic illness.
- Educates patients about the health care system and facilitates relationship building between the two.
- Documents work with patients through appropriate record keeping that follows the project's policies and procedures.
- Makes referrals for needed services and facilitates access to community resources.
- Participates regularly in Clinic program meetings.
- Participates/assists as needed in any activities related to the Clinic.

- Works in collaboration with partners of the Clinic network.
- Attends ongoing training for community health workers.
- May act as preceptor for community health worker students, interns and other community health worker colleagues.
- Advises patients and others regarding health care and other facilities available to them; assists patients in utilizing services; makes follow-up contacts when required.
- Serves as liaison between the professional staff and the community; including developing relationships with various stakeholders in the re-entry community.
- May provide language interpretation services in contacts with non-English speaking clients.
- Assists in gathering and evaluating data concerning the program to which assigned; may perform incidental clerical duties such as keeping records, answering the telephone, and arranging client appointments.
- May transport ambulatory patients between their homes and clinics, hospitals or other social agencies; may transport staff members to meetings with administration approval; report malfunctions of the vehicle to supervisor.

Qualifications

Experience:

- History of prior incarceration
- Experience working with health care systems, substance use treatment programs, or community-based organizations.
- Two (2) years of verifiable experience providing information, education, intervention and/or referral services to culturally diverse populations and/or community health worker certificate/CASAC.
- Comfortable working with culturally diverse populations, LGBT, diversity of former prisoners, including sex offenders.
- Experience with client assessment, treatment planning, conducting interviews/investigations, advising/counseling clients, and participating in health promotion and health education activities.
- Experience living or working in the western and central San Gabriel Valley is preferred. Specifically, in Pasadena, Monrovia, and/or El Monte/South El Monte.
- Recent experience (last 5 years) working as part of a multi- disciplinary team, collaboratively practicing with PCPs, health workers, health educators, and other health professionals is preferred.

Knowledge/Abilities:

- Excellent communication skills, both written and verbal, are required.
- Bilingual (English/Spanish) required.
- Valid California driver's license and excellent driving record.
- Flexible and able to take initiative.
- Excellent organization, follow through, and ability to juggle multiple priorities in fast-paced environment with multiple collaborators.

- Demonstrated excellent attendance and reliability.
- Able to work flexible job hours (including some evenings and weekends).
- Willingness to work in various environments, including prison/jail settings, street outreach, home visits at SRO, patient's residence or homeless encampment.
- Requires high level of mobility to be able to provide outreach at various locations and to travel between all ChapCare sites as needed.
- Manual dexterity to operate office equipment, including keyboard, copier, and telephone.
- Must be able to view and work on a computer for a long period of time, ability to use Microsoft office and internet.
- Must be able to work in stressful environment.
- Works cooperatively with other staff members.
- Displays courteous and professional behavior in all interactions with the public.