

Community Health Worker Tompkins County

Department: Health Department

Classification: Competitive

Labor Grade: White Collar Grade 10

Approved: 6/21; 2/22

By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree
OR

B. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree AND two (2) years of experience working with clients in human services or a related field; OR

C. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of experience working with clients in human services or a related field.

SPECIAL REQUIREMENTS:

The applicant must possess a valid New York State Driver's License at time of application and maintain such license for the duration of employment.

Preference may be given to applicants who are multilingual in English and other languages (such as Spanish, Karen/Burmese, Chinese, Russian, French).

Flexible hours on weekends and evenings may be required as needed.

Tompkins County is committed to equity and inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for conducting outreach activities and working directly with individuals and families within traditionally marginalized populations to promote and ensure equitable access to public health resources and services such as childhood and adult immunizations, chronic disease prevention and self-management education, prenatal care, early childhood intervention, and healthcare navigation.

The Community Health Worker will represent the diversity of cultures, backgrounds, generations, social identities, lived experiences, and neighborhoods in Tompkins County and further develop relationships in a culturally sensitive manner to advocate for and support individuals and families in their access and understanding of public health services. This position assists individuals and communities to adopt healthy behaviors by assessing community health needs and providing information on available resources, social supports, and navigation of resources. The Community Health Worker will assist the Health Department team with community capacity building, promoting individual and collective decision-making through education, skill development, networking, organizing, and strategic partnerships. Capacity building requires planning, cooperation, and commitment, and may involve working on efforts to change public awareness, organizational rules, institutional practices, or public policy. The work is carried out under the direct supervision of the Director of Health Promotion, the general supervision of the Public Health Director, and in collaboration with the Community Health Services team. The incumbent will perform all related duties as required and may be required to work flexible hours.

TYPICAL WORK ACTIVITIES:

- Provides culturally appropriate health information, social and mental health support, and coaching on problem-solving;
- Provides advocacy for families enrolled in Tompkins County Health Department programs to address health disparities at the individual and community levels;
- Networks, develops and builds upon partnerships with community agencies and individuals to ensure the most up to date, accurate information is disseminated, but not duplicate efforts;
- Collects lived experience input, stories, and other qualitative data to better inform service delivery and access;
- Conducts basic health assessments to identify needs and facilitate access to resources;
- Promotes health literacy to individuals, small groups and community partners using inclusive, culturally responsive and equitable methods, such as using active listening, plain language, visuals/graphics, information at an appropriate reading level, and reading information aloud;
- Explains health-related medical terms and concepts as well as preventative measures;
- Collects and evaluates feedback about additional community needs and gaps in services through preliminary interviews, focus groups, surveys, and individual discussion.
- Works with community agencies to help solve these gaps and assess effectiveness and efficiency of service delivery;
- Conduct door-to-door and street outreach in specific areas of the County and promotes Health Department programs at community events;
- Promotes services within the community by establishing collaborative relationships with local schools, service providers, community groups, churches, age-specific programs, and others;
- Provides information and educational support related to public health-related issues and topics;
- Documents activities, including new relationships developed and number of people connected with programs and resources, and reports these back to the Tompkins County Health Department;
- Collects data related to disparities on behalf of the Tompkins County Health Department;
- Assists individuals with referrals, appointments, paperwork for health-related needs and services, and engages in follow-up to facilitate referrals and appointments;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Excellent listening and other interpersonal communication skills;
- A passion for public health equity;
- Strong ability to build trusting relationships with community members and local community initiatives and coalitions;
- Good knowledge of community resources;
- Knowledge of the barriers to accessing community resources and how to address and remove those barriers;
- Good organizational skills;
- Ability to relate to others under stressful conditions;
- Ability to engage diverse communities in an inclusive and equitable manner;
- Ability to communicate effectively both orally and in writing;
- Ability to make independent decisions and use good judgement;
- Moderate autonomy and independent judgement are exercised in performing the job;
- Ability to operate a personal computer, internet-based tools, and other applications.