

# **Community Health Worker Supervisor Tompkins County**

**Department:** Health Department  
**Classification:** Competitive  
**Labor Grade:** White Collar Grade 14  
**Approved:** 4/22 by RP  
**By:** RP, Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or university with a master's degree in Public Health, Social Work, Mental Health Counseling, Human Services, or related field AND 1 year of relevant experience OR
- B. Graduation from a regionally accredited or New York State registered four-year college with a bachelor's degree in Public Health, Social Work, Mental Health Counseling, Human Services, or related field with 3 years of relevant experience. OR
- C. Graduation from high school or possession of a high school equivalency diploma AND five (5) years of experience working in a community health worker role or equivalent.

## **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.

**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 the supervision of a small team of four or more community health workers (CHWs) who are working to improve health outcomes and eliminate racial, ethnic and economic disparities in those outcomes. CHW's are conducting community outreach activities and working directly with individuals and families with low-incomes, unmet needs, and/or who are eligible for Medicaid benefits in Tompkins County. Community outreach activities aim to support adoption of healthy behaviors by assessing community health needs and providing information on available resources, social supports, and navigation of resources. CHWs work collaboratively with individuals and families to advocate for and support their access and understanding of available public health and community services and provide: outreach; screening/assessments; referral to services and follow-up; information on relevant health topics; advocacy, and supporting increased health literacy; and enhanced social supports including support networks. The CHW Supervisor will lead the team to address the impact of social determinants of health and achieve health equity and systems-level change(s) through community collaborations, to mobilize a community response and engage diverse partners, including community residents. CHWs 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.

The Community Health Worker Supervisor will assist The Perinatal and Infant Community Health Collaborative (PICHC) team and other Health Department teams with community capacity building, civic engagement, 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 Community Health Services or their designee, the general supervision of the Health Promotion Director and Public Health Director or their designee, and in collaboration with the Community Health Services, Health Promotion team and others. The incumbent will perform all related duties as required and may be required to work flexible hours.

### **TYPICAL WORK ACTIVITIES:**

- Plan and coordinate outreach, supervise individual and family assessments, assess training needs and provide health education, home visiting, and service coordination performed by CHWs;
- Develop, in conjunction with the coordinating agency, an overall work plan, including outreach strategies for the in the targeted geographic area;
- Works closely with TCHD Divisions and other partners to ensure progress and implementation of the workplan, including leading structured meetings and identifying/resolving issues on a regular basis
- Prepares and presents reports and evaluations defining project progress, problems and solutions;
- Establish relationships, promote collaboration and coordination with other community health and human service providers and diverse community partners; and
- Conduct community and public education sessions to promote initiative or program, including for example prenatal, preconception, and interconception health;
- Participate on, or lead a community action board, and engage community members through community and civic engagement activities;
- Provide or ensure clients have access to education classes and enhanced social supports (e.g., Doulas, childbirth and parenting classes, breastfeeding/chestfeeding, postpartum support etc.);
- Ensure that clients are engaged with healthcare providers to develop birth and postpartum care plans, and plans are reviewed and maintained in the client record;
- Conduct case conferencing with CHWs to monitor client services, referrals, and appropriate follow up;
- Design and implement client surveys to evaluate client satisfaction with CHW services;
- Coordinate with agency staff to develop documents (educational materials, forms, signage, etc.) and procedures that support a health literate environment and enhance client understanding of health information;
- Prepare required reports and other written material regarding program implementation and activities.

### **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.

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