



TITLE: Community Health Worker (CHW)
REPORT: Special Projects Program Manager
Position: Full time/ Non-Exempt
Location Richmond and Antioch Clinics, CA

OUR HISTORY

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in resource-poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children. Brighter Beginnings has grown into a respected and well-connected organization with 4 locations in Oakland, Richmond, Bay Point and Antioch. We have a multicultural staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

POSITION SUMMARY

A Community Health Worker (CHW) helps people in the community interpret and translate available services and provide culturally appropriate healthcare education information that can help people get the care they need. Community Health Worker (CHW) services are preventive services which can be delivered and billed on the written recommendation of a physician or other licensed practitioner of the healing arts within their scope of practice under state law. CHW services may address issues that include, but are not limited to, the control and prevention of chronic conditions or infectious diseases; mental health conditions and substance use disorders; need for preventive services, perinatal health conditions; sexual and reproductive health; environmental and climate-sensitive health issues; child health and development; oral health; aging; injury; domestic violence; and violence prevention.

QUALIFICATIONS:

CHWs must have lived experience that aligns with and provides a connection between the CHW and the community or population being served. This may include, but is not limited to, lived experience related to incarceration, military service, pregnancy and birth, disability, foster system placement, homelessness, mental health conditions or substance use, or being a survivor of domestic or intimate partner violence or abuse and exploitation. Lived experience may also include shared race, ethnicity, sexual orientation, gender identity, language, or cultural background of one or more linguistic, cultural, or other groups in the community for which the CHW is providing services. Supervising providers are encouraged to work with CHWs who are familiar with and/or have experience in the geographic communities they are serving.

CHWs must demonstrate minimum qualifications through one of the following pathways:

Certificate Pathway. CHWs demonstrating qualifications through the Certificate Pathway must provide proof of completion of at least one of the following certificates:

1. CHW Certificate: A certificate of completion, including but not limited to any certificate issued by the State of California or a State designee, of a curricula that attests to demonstrated skills and/or practical training in the following areas: communication, interpersonal and relationship building, service coordination and navigation, capacity building, advocacy, education and facilitation, individual and community assessment, professional skills and conduct, outreach, evaluation and research, and basic knowledge in public health principles and social determinants of health, as determined by the supervising provider. Certificate programs shall also include field experience as a requirement.

A CHW Certificate allows a CHW to provide all covered CHW services described in this document, including violence prevention services.

2. Violence Prevention Certificate: For individuals providing CHW violence prevention services only, a Violence Prevention Professional (VPP) Certification issued by Health Alliance for Violence Intervention or a certificate of completion in gang intervention training from the Urban Peace Institute. A Violence Prevention Certificate allows a CHW to provide CHW violence prevention services only. A CHW providing services other than violence prevention services shall demonstrate qualification through either the Work Experience Pathway or by completion of a General Certificate.

Work Experience Pathway: An individual who has 2,000 hours working as a CHW in paid or volunteer positions within the previous three years, and has demonstrated skills and practical training in the areas described above, as determined by the supervising provider, may provide CHW services without a certificate of completion for a maximum period of 18 months. A CHW who does not have a certificate of completion must earn a certificate of completion, as described above, within 18 months of the first CHW visit provided to a Medi-Cal beneficiary.

All CHWs must complete a minimum of 6 hours of additional training annually. The supervising provider shall maintain evidence of the CHWs completing continuing education requirements in case of audit. Supervising providers may provide and/or require additional training, as identified by the supervising provider.

Additional Qualifications:

1. Associate's degree preferred in Public Health, Sociology, Nursing or related field. Or equivalent combination of education and experience.
2. Two years of work and/or volunteer experience providing community health worker services in community education, community outreach, linking community members with social services, or advocating for community health / social service needs.
3. Cooperative, collaborative work style – teamwork approach.
4. Clean CA Driver's License, being listed as an insured driver, and own vehicle required
5. Excellent interpersonal, verbal, and written skills and ability to effectively work with people from diverse backgrounds.
6. Strong computer skills required.

RESPONSIBILITIES:

CHW services require a written recommendation by a physician or other licensed practitioner of the healing arts within their scope of practice under state law. Other licensed practitioners who can recommend CHW services within their scope of practice include physician assistants, nurse practitioners, clinical nurse specialists, podiatrists, nurse midwives, licensed midwives, registered nurses, public health nurses, psychologists, licensed marriage and family therapists, licensed clinical social workers, licensed professional clinical counselors, dentists, licensed educational psychologists, licensed vocational nurses, and pharmacists.

CHWs are required to document the dates and time/duration of services provided to patients. Documentation should also reflect information on the nature of the service provided and support the length of time spent with the patient that day. For example, documentation might state, "Discussed the patient's challenges accessing healthy food and options to improve the situation for 15 minutes. Assisted with SNAP application for 30 minutes. Referred patient to XYZ food pantry." All documentation is written in the agency Electronic Medical Record (EMR) which is eClinicalWorks. CHW's also will provide outreach activities such as, but not limited to:

1. Participate in community engagement and outreach activities to promote Brighter Beginnings services and provide information
2. Work with community organizations, attend collaborative meetings, and advise community groups in health activities
3. Participate in relevant meetings, trainings and collaborative activities
4. Documents work with clients through appropriate record keeping that follows Brighter Beginnings policies and procedures. Inputs intakes and assessments, service referral and networking, record keeping, data collection,

quality assurance and monitoring, assessment update and follow up, and development of individualized service plans.

Community Health Worker Page 3 of 2

5. Make calls to our patients to follow up on appointments and also check in calls
6. Enter patient information and social determinants of health in patient's electronic health record
7. Uses best practices, sharing of resources and prevention/health promotion education trainings
8. Supports in planning, organizing, and coordinating activities of the Family Planning Program to ensure that goals and objectives are accomplished within prescribed time frame and funding parameters
9. Utilizes database information systems to monitor quality assurance and identify program trends
10. Collaborates with other project staff to determine additional client service needs and ways to improve service linkage system with existing resources
11. Assist with program reporting
12. Duties will require some travel around Contra Costa and Alameda counties
13. May require occasional work on weekends and evenings
14. Other duties may be assigned

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary.

1. For the purposes of ADA, the "Responsibilities" and "Qualifications" are essential job functions.
2. Work is normally performed in a typical interior/clinic work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account, FSA, Transit Benefit and EAP. Employees working full-

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with discretionary match, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

Brighter Beginnings requires its employees and contractors to be fully vaccinated against COVID-19 (including any booster shots if required), unless they are approved for a reasonable accommodation based on medical condition that prevents them from being vaccinated. Being fully vaccinated against COVID-19 is a condition of employment at Brighter Beginnings.

APPLY

If you're interested in this position, please email your resume to jobs@brighter-beginnings.org or apply through this job posting. Please make sure to subject the email with the position title that you are applying for.