



Bilingual Community Health Worker

Job Description

Our Mission: We foster a healthy community by connecting Orcas Islanders with the services needed to thrive and achieve equitable well-being.

About Us:

The Resource Center is a community hub for the delivery of social services on Orcas Island. The Resource Center partners with a wide range of local and regional service organizations and businesses to provide a safety net for islanders. We serve the heart of our community connecting islanders with household support, food, healthcare, transportation, & more.

Our Values:

We believe in building a strong and inclusive community where everyone feels safe, empowered, and respected. We are committed to creating a welcoming environment that embraces diversity, promotes equity, and practices trauma-informed care. We value compassionate relationships, cultural humility, and resilience.

Job Description:

This Bilingual Community Health Worker (CHW) position builds trusting relationships with the Spanish speaking community. This trusting relationship enables the worker to serve as a safe and supportive link between community members and the health/social services system, promoting culturally competent and trauma-informed service delivery.

The community health worker empowers participants and builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

The CHW position works to:

1. Improve health outcomes on a community-wide level through advocacy, networking and engaging in strategic planning/projects that decrease local health disparities.
2. Increase quality of medical care and improve individual health outcomes for underserved community members through provision of direct support and advocacy.
3. Model healthy choices and practices for the community.
4. Act as a non-judgmental, confidential and knowledgeable professional who can link diverse and underserved populations to health and social services care.

The position also performs various general administrative tasks to provide support to the Resource Center staff and clients. This includes: assisting with daily office needs and in maintaining a clean and orderly space, and supporting the Resource Center general administrative activities to facilitate smooth, day-to-day operation of the Resource Center office.

The Community Health Worker position requires successful completion of the WA Healthcare Authority Community Health Worker Core Competency Training and subsequent certification as a Community Health Worker (CHW). Training to be scheduled and paid for by the Resource Center after hiring. Upon certification, the position focuses on engaging at-risk community members in a broad array of support and services that promote improved health outcomes.

Job Responsibilities:

1. Empower program participants to navigate healthcare systems and access essential resources, including medical appointments, transportation, housing, utilities, and food support. Provide culturally-sensitive and trauma-informed outreach in Spanish and English through in-person, telephone, and online communication.
2. Collaborate with community partners and stakeholders to assess community needs, build healthcare capacity, and develop culturally appropriate health supports, advocacy and interventions. Actively participate in CHW meetings to share knowledge and best practices, fostering a sense of community.
3. Work collaboratively as part of a team, both within the Resource Center and with relevant community stakeholder agencies, to provide family-centered support and services that address the unique needs of program participants.
4. Participate regularly in the Resource Center staff meetings and scheduled supervision times.
5. Consistently maintain all clients' confidentiality and records all services performed in the secure Resource Center client database.
6. Continuously engage in professional development opportunities to enhance knowledge and skills in trauma-informed care, culturally competent practice, and family-centered approaches. Stay up-to-date on best practices in community health and support services and community strengthening practices.
7. Support the development of future CHW positions in the community.
8. Assist with translation and interpretation support services for the Resource Center as needed

We value the unique strengths and perspectives that individuals bring from diverse backgrounds and experiences. If you have navigated challenges related to poverty, accessed community resources, or possess experience equivalent to the minimum qualifications, we encourage you to apply. Your insights and understanding will be invaluable to our team and help us better serve our community.

Job Eligibility Requirements

1. Post-secondary degree or equivalent life experience in a health sciences or social services-related field preferred
2. Willingness to complete WA State Healthcare Authority CHW Core Competency Training
3. Strong understanding of the impact of trauma in individuals and families, and the ability to adapt communication and support strategies accordingly. Excellent time management skills and ability to prioritize work independently with strong organizational skills and minimal supervision, while maintaining professional boundaries
4. Commitment to family-centered practice, with a focus on building strong relationships with participants to support their strengths and unique goals. Excellent teamwork and collaboration skills, with a supportive attitude.
5. Understanding of community resources and networks, and the ability to build relationships with community partners to support program participants. Knowledge of basic office management systems and procedures including working knowledge of office equipment and software, i.e., printing, scanning, faxing documents and software including but not limited to the Microsoft Suite (Word, Excel etc.) and ability to learn new systems/databases
6. Strong verbal and writing skills in English and Spanish, with a commitment to cultural humility and an appreciation for diversity. Ability to communicate respectfully with individuals from diverse backgrounds and cultures

Details:

Full-time or Part-time

Pay depending on experience. \$25-\$28 per hour with \$2/hour wage increase offered upon successful completion of CHW certification

Benefits include:

Health, Dental and Vision Insurance

- Full time employees eligible for 100% employer premium paid
- Part time employees eligible for 50% employer premium paid

Paid vacation - 2 weeks per year

Paid holidays - 14 per year

Sick pay

IRA contribution

Please submit cover letter, resume, and the Resource Center job application via email to Holly Southern, Programs Director

holly@orcascrc.org

Application material available at www.orcascrc.org