



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Community Health Worker – Grant Funded Temporary Appointment  
**DEPARTMENT:** Client Services  
**DATE POSTED:** 08/01/2022  
**CLOSING DATE:** Until filled  
**SALARY RANGE:** \$22 PER HOUR  
**FLSA CLASS:** Non-Exempt

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## SUMMARY

Reporting directly to the Client Services Manager, the Community Health Worker (CHW) will have significant responsibility in providing a variety of healthcare case management services to residents that reside in HANO communities. The CHW will assess resident’s needs, situations, strengths, and support network to determine their healthcare related needs and plans to improve their quality of life and overall health and wellness with the support of grant partners/stakeholders. This position is a grant funded, temporary appointment that will be in effect based upon the terms of the grant and funding availability.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Provides direct healthcare case management services to HANO residents/clients that are referred for assistance.
- Responsible for outreach to HANO residents/clients and classifying their healthcare needs according to the case management triage criteria.
- Communicates with HANO residents/clients, families and providers to keep the entire team focused on meeting patient-centered care goals.
- Encourages and supports HANO residents/clients to make concrete steps toward promoting their health and managing their chronic illnesses (e.g., diabetes, asthma, vascular disease, etc.).
- Offers appropriate suggestions and insights to providers for bridging barriers to goal achievement.
- Communicates with a specified number of residents on a scheduled basis both in person (clinic or community) and via phone.
- Facilitates communication and coordinate services between providers and the clients/patients.
- Works within his/her scope of work by referring residents to appropriate clinic resources as necessary.
- Utilizes Client Services Data Management system to track client success/opportunities for improvement.
- Creates care coordination and care transitions for clients (residents).
- Assists HANO residents/clients with enrollment in programs and benefits for which they are eligible.

- Encourages cultural competence among health care professionals serving vulnerable populations (consult with physicians at the client's request).
- Advocates for vulnerable populations within the health care system and the community at large.
- Builds capacity within the community at large to address health issues.
- Creates connections between vulnerable populations and the health care system.
- Works with residents to establish a plan of action and referrals to healthcare service providers.
- Tracks client progress through consistent guidance and follow up.
- Advocates for and helps clients get resources that would improve their overall health and well-being.
- Researches and refers clients to community health resources.
- Responds quickly and appropriately in crisis situations.
- Ensures data quality, accuracy of client files and records, completes paperwork and maintains case management database.
- Develops outreach strategies to ensure residents are well informed about health related programs and services.
- Continuously expands knowledge and understanding of community resources and services.
- Coordinates and monitors services, including comprehensive tracking of clients' compliance in relation to care plan objectives.
- Complies with all federal, state and local laws and applicable grant and HANO rules in the daily transmission of positional duties.
- Performs other duties as assigned.

#### BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

*Problem Solving:* Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations. Uses reason even when dealing with sensitive topics and/or irate customers.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service; responds to requests for service and assistance.

*Interpersonal Skills:* Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting.

*Teamwork:* Balances team and individual responsibilities. Contributes to building a positive team spirit; Puts success of team above own interests.

*Professionalism:* Approaches others in a tactful manner; reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### ***Job Competencies***

- Openness to working closely with clients who struggle with issues related to physical or mental illness as well as addiction at all levels.
- Respectful sensitivity and non-judgmental attitude towards clients who may suffer from multiple traumas and/or disabilities.
- Strong interpersonal and social skills with an ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds.
- Understanding of client care/case management computer database systems.
- Knowledge of and the ability to abide by HIPAA regulations in providing healthcare navigator supportive services to residents including maintaining confidentiality.
- Excellent organization, communication, customer service and computer skills.
- Ability to analyze clinical and psycho-social aspects of patient care needs and integrate into individual care plans.
- Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
- Ability to possess the knowledge of the aging process, elder services, disability services, drug and alcohol abuse by the elderly, and mental health issues.
- Ability to demonstrate working knowledge of supportive services and other resources for youth, adults, senior citizens, and/or non-elderly people with disabilities available in the local area.
- Ability to demonstrate ability to advocate, organize, problem-solve, and provide results for low-income families, the elderly, and/or people with disabilities.
- Ability to demonstrate effective communication skills in a manner that is effective for persons with disabilities and persons with limited English proficiency (LEP).
- Ability to present ideas and information in a clear and concise manner, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, and residents.
- Thorough knowledge of area social service providers and community health resources available to assist the low-income population.
- Thorough knowledge of case management practices and documentation required to support program activities.
- Ability to exercise independent judgment in a consistent and effective manner and perform work related activities with little supervision or oversight.

### ***Education and/or Experience***

High school diploma or GED with at least 3 years of experience directly related to the duties and responsibilities specified (i.e. health/social services experience) is required. A degree from an accredited college or university in public health, social work, counseling, human/social services or a related field that is above the minimum education requirement may be substituted for experience on a year for year basis. A CHW Certification is highly desired and preferred.

### ***Mandatory Requirements***

Must have a valid Louisiana Driver's License and meet the eligibility requirements for coverage under HANO's fleet auto insurance.

***Technical Skills***

Ability to learn and use in house, HANO software and databases. Proficient with preparing and executing high-quality written deliverables as well as the accurate and honest completion of grant reports/deliverables. Proficient with personal computers and PC based software such as Microsoft® Word, Excel, Project, PowerPoint and Access. Excellent written and verbal communication skills and analytical skills, with the ability to read, interpret, and develop statistical reports and calculations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee's work is performed both indoors and outdoors, and involves numerous visits to housing developments, residents' homes, the offices of other agencies, community centers and meeting halls. The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables, or a resident who must be helped into and out of a vehicle. The employee may be required to work unusual hours. The employee may be exposed to weather extremes and to the usual hazards associated with housing developments.

**EEO POLICY STATEMENT**

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.