



Title: Community Health Worker
Program: Fresno Vaccine Access for ALL Program (FVAAP)
FTE: Full-Time
Status: Non-Exempt
Benefits: Full Benefits: Medical, Dental, Vision, and more
Report to: Program Manager
Location: The Fresno Center, Fresno CA

AGENCY

The Fresno Center (TFC) is a 501(c)(3) non-profit organization highly sought for its cross-cultural expertise in the areas of health, law, and social integration. The organization provides services in employment, citizenship, leadership, networking, mental health, research, and advocacy. TFC continues to evolve to address the changing needs of new Americans through civic engagement, voting registration, and personal empowerment.

THE PROGRAM

The Fresno Vaccine Access for All Program (FVVAP) will mobilize community outreach workers, which includes community health workers, patient navigators, and social support specialists, to outreach, educate, and assist individuals in accessing and receiving COVID-19 vaccinations, including activities such as conducting face-to-face outreach and reaching out directly to community members to educate them about the vaccine, assist individuals in making a vaccine appointment, provide resources to find convenient vaccine locations, and assist individuals with transportation or other needs to get to a vaccination site. FVAAP intends to address persistent health disparities and will offer support and resources to vulnerable and medically underserved communities, including racial and ethnic minority groups and individuals living in Fresno County, an area of high social vulnerability.

BASIC FUNCTIONS

Community Health Workers (CHW) will conduct face-to-face outreach as appropriate and make phone calls or other virtual outreach to community members for education and assistance. CHW will also assist in the development and sharing of culturally competent vaccine-related outreach and education materials that will be disseminated through ethnic media (e.g. Hmong TV Networks and KBIF 900AM radio) social media platforms (Facebook, Instagram, YouTube, and TFC's website), pop-up vaccination sites, and flyer distribution. CHW will offer interpretation and translation services, provide culturally appropriate health education and information, assist community members in receiving the care they need, give informal counseling and guidance on health behaviors, advocate for individual and community health needs, and refer clients who need assistance with making vaccine appointments to the FVAAP's Patient Navigator and Social Support Specialist staff.

DUTIES AND RESPONSIBILITIES

- Provide culturally appropriate COVID-19 vaccine and related health education and information, assist people in receiving the care they need, give informal counseling and guidance on health behaviors.
- Provide interpretation and translation services as needed.
- Educate and counsel in groups or one on one and train health professionals on culture.
- Coordinate mass media COVID-19 vaccination outreach and education activities through ethnic media (e.g. Hmong TV Networks and KBIF 900AM radio) social media platforms (Facebook, Instagram, YouTube, and TFC's website), pop-up vaccination sites, and flyer distribution.
- Develop and distribute culturally competent COVID-19 vaccine resources and toolkit.

- Assist and advocate for individual and community health needs for underserved individuals to receive appropriate services.
- Attend and engage in all meetings pertaining to program.
- Attend community events to provide COVID-19 outreach and cultural education to clients and the community.
- Act as a liaison between consumers, family members/caregivers and community services providers.
- Provide support for coordinated events as needed or directed by supervisor.
- Conduct face-to-face discussions adhering to safety guidelines and 6'ft social distancing rule.
- Identify and connect community members with resources.
- Meet with the team to evaluate program progress and outcomes.
- Develop monthly progress reports and submit them to HRSA.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Bachelor's Degree preferred.
- Experience working in community outreach, and/or education programs preferred.
- Bilingual is a plus
- Access to a telephone, computer, and reliable internet connection and transportation.
- Proficiency in MS Word, Excel, and Outlook Express, as well as data entry.
- Ability to comply with regulations and communicate official information in an appropriate manner.
- Advanced ability to coordinate efforts, facilitate intervention, and maintain records.
- Exceptional organizational skills and sound judgment.
- Excellent interpersonal skills to assist distressed individuals from different cultural backgrounds.
- Knowledge of principle and process for providing customer and personal service.

TRAINING AND PROFESSIONAL DEVELOPMENT

- Satisfactorily complete comprehensive training delivered by FVAAP partners during onboarding
- Attend mandatory training as part of their orientation and onboarding and will comply with state and federal regulatory requirements related to protected health information and privacy.

PERSONAL QUALITIES

- Commitment to the mission and values of the agency.
- Strong leadership skills.
- Ability to inspire others.
- Ability to maintain motivation to achieve goals while dealing with challenges.
- Committed to community building and development.

BENEFITS:

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 13 paid holidays per year)

CLOSING DATE: TBD – *Position is contingent upon funding*

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with Community Health Worker in the subject line and email them to kellie.charfauros@fresnocenter.org. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classifications.