

JOB DESCRIPTION
South Texas Family Planning & Health Corporation

*Come work for the best non-profit in Texas! We want a dynamic, energetic, **OUTGOING, INTERACTIVE, CARING** person willing to go the extra mile each and every day to serve and make a difference in people's life!*

POSITION TITLE: **PSYCHO-SOCIAL COMMUNITY HEALTH WORKER**

REPORTS TO: ***Clinic Coordinator and Educational Director***

TYPE OF POSITION: **Educational/Outreach**

STATUS: **Non-Exempt. 28-30 hours per week except during agency closures/certain holidays.**

LOCATION: **2 positions available. 1 position in Beeville, TX and 1 position in Rockport, TX**

HOURLY RATE: **\$24.00 per hour straight rate, no benefits.**

GENERAL DESCRIPTION:

The Psycho-Social Community Health Worker works with the agency's behavioral health project and Health Education Services Project and must be able and willing to work all different types of hours as required to meet the community where they are and be flexible enough personally to do presentations early, late, evenings, weekends, over lunch, etc., as needed. He/She provides informational presentations regarding psycho-social health related issues that plague the community, particularly those impacted by Hurricane/Disaster. Individual must develop presentations, be able to communicate with and coordinate with persons in different organizations, different positions, open doors to utilize space for presentations, find clients at their homes, talk with clients inside their homes, knock on doors, and easily interact with strangers, etc. A large amount of travel is required for this position throughout the STFPHC service area.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Schedules activities and presentations and must be self-monitoring, self-aware, and very energetic. Keeps schedules and presentations.
2. Develops presentations and uses other software to develop age-appropriate, scientifically accurate, and medically accurate professional, well-designed presentations.
3. Assists in developing systems, practices, and processes for the integration of this service into the scope of STFPHC services.
4. Provides support services to the Clinic Coordinator and works as a clinical support staff as needed when no scheduled activities or presentations are available.
5. Counsel, monitor and adjust courses of treatment and outcomes.
6. Orients clients and families to the agency, its services, its service limitations and the individual's rights.
7. Involves clients and families in care planning, encouraging their attendance where appropriate.
8. Completes mandatory documentation within timelines established by applicable regulations.
9. Empowers clients and encourages choice in matters affecting them, demonstrating receptive attitudes and sensitivity to choices based on racial, cultural and ethnic heritage, and sexual orientation.
10. Mediates issues that arise among clients, families and staff.
11. Ameliorates emotional distress of clients and families.
12. Provides linkage with appropriate community resources by maintaining knowledge of other systems, making referrals and identifying unmet needs (e.g., recreational transportation, adaptive phone equipment, etc.)
13. Provides clients and families with crisis management services.
14. Assists clients and families with financial questions and makes appropriate referrals. Coordinates visits by agency mental health providers and makes referrals
15. Assists endowment clients with managing financial concerns (e.g., business mail, billings, Medical Assistance spend downs, prepaid funerals, etc.)
16. Coordinates speakers and co-facilitates family council meetings.
17. Helps clients and family prepare for and cope with losses, including aging and death. Provides Advance Directive Information and forms.
18. Conducts the annual training needs assessment for the entire agency, develops, implements, and maintains the yearly staff development plan, and coordinates/communicates the plan with appropriate staff in a timely manner, including producing the quarterly events calendar for staff.
19. Provides information and/or education to interested individuals or groups about psycho-social issues (in particular as it relates to Hurricane/Disaster), STFPHC services, and other information as may be available in regard to other physical, social, emotional, or related problems which affect people living in the community.
20. Solicits Presentations, space for organizing, coordinates food/event, works with other organizations in the community, and provides direct psycho-social services in large group, small group, and 1 on 1 settings in the clinic, in other spaces (inside and outside) throughout the community, and in the homes of people.
21. Organizes fairs, events, presentations, educational sessions, services, etc., throughout the community.
22. Maintains and updates educational materials in both English and Spanish for all STFPHC sites. Orders, stocks, ensures sufficient supplies available for presentations/outreach, etc.
23. Keeps continuously educated, informed, and current on the many topics & issues that affect/problem people in the community.

24. Organizes, works with, and supports the agency's committees.
25. Ensures the informational and educational materials used are adequate and meet the standards of funder(s).
26. Works with the community and represent the Agency positively at all levels and at all times.
27. Attends staff meetings/trainings, etc.
28. Plans, trains, coordinates, organizes, prepares and conducts specially tailored presentations upon invitation, in accordance with the needs of the group, etc., as it relates to psycho-social issues. Sets up the rooms and space at these events.
29. Organizes, Prioritizes, Pays Attention, Observes, and Understands needs of the community to develop presentations and trainings needed.
30. Participates in fundraising activities for the agency and outreach events as required.
31. Prepares internal and external reports as assigned and weekly/monthly data, by deadlines that are verbally or otherwise stated, and must be able to work an extremely flexible schedule, including evenings, early mornings, weekends, and holidays to accommodate needs of groups, etc.
32. Serves as otherwise required by the Executive Director and supervisors.
33. Searches for and applies for small and large grants to generate revenue to maintain the financial integrity of the organization.
34. Participates in community outreach events, health fairs, events that promote the organization and services provided, and performs Community Health Worker/Promotor(a) activities for STFPHC
35. Conducts activities such as interviewing, selecting, educating, counseling, consoling, helping, etc., as necessary to meet the community's and client's psycho-social needs. Orients, Interviews, Provides Questionnaires, performs in-take of psycho-social/medical/sexual/partner history, etc.
36. Takes overall responsibility for the Outreach, Education, and Presentations and maintains an active and busy schedule of events.
37. Demonstrates professional and respectful demeanor in dealings with internal and external customers and all people. Must have the ability to easily interact with others, including strangers and go above and beyond to meet the goals of the project and help keep and grow the program going forward.
38. Carries cell phone and makes appointments from group settings into the behavioral health program. Responds to calls within 30 minutes.

QUALIFICATIONS:

The Psycho-Social Community Health Worker should possess the following personal and professional qualification:

1. Graduation from an accredited College/University with a **Bachelor's Degree** in education, psychology, communications, sociology, health education, or related field. Must have or be able to obtain within 2 months a **Community Health Worker/Promotora(o) certificate, a 2-1-1 Texas Benefits Navigator certificate, and a Certified Application Counselor** certificate. The ability to effectively communicate in Spanish is preferred.
2. Two years of experience and knowledge, gained formally or informally may be substituted for each year of academic requirements if, in the opinion of the Executive Director, a candidate for the position is otherwise qualified.
3. A practical knowledge of human and public relations. Must be able to communicate effectively in written and oral form, and must be able to work well with others.
4. Should have at least one year of supervisory and administrative experience. Ability to organize, prioritize, and schedule effective presentations, and administrative reports.
5. Must be able to carry, lift, bend, stretch, move items, etc., as needed and be able to walk fast, talk, stand, etc., for long periods of time.
6. Must be able and willing to take this position and want to grow the organization's behavioral health services, be open-minded, use all their personal skills, knowledge, talents, abilities, etc., to help develop protocols, system, and structure for the program. *Must be self-aware, self-monitoring, able to prioritize, organize, and pay attention and adhere to deadlines.* Will need to multi-task and handle large volumes of administrative work as assigned.
7. Must be able to manage schedule and keep appointments/presentations as made.
8. Experience working with teens and adults, be extremely outgoing, be very approachable, able to interact with strangers at the clinic and when necessary out in the community (in people's homes, their church, etc).
9. Must have excellent attendance showing up to work to keep patient appointments as scheduled well ahead of time and understand issues related to Hurricane Harvey psycho-social issues and the disaster's effects on persons impacted that are needing or who seek services.
10. Must be able to utilize all agency software efficiently (word, excel, electronic health record, practice management software, etc.)
11. Must work quickly, be decisive, highly organized, be able to prioritize, focus, pay attention, and work towards improving pace of services and volume of clients being served. Must understand clinic goals and overall agency vision/mission/goals and work towards achieving them.
12. Have some knowledge of health care, non-profits, government funding, public administration, and be able to work as late as needed to serve all clients at clinics when occasions arise.
13. Act as an agent of growth and be able to make quick adaptation to changes. Exhibit a positive attitude. Accept that change is inevitable due to the constantly changing environment of health care, in particular that of state and federally funded organizations like STFPHC.
14. *Ability to work with others and express professional courtesy to all patients and staff treating them with the utmost dignity and respect. Must have great interpersonal and intrapersonal skills. Must be a relationship builder, coach, motivator, and bring out the best in others.*
15. Must want to work as a team and be part of the clinic team/staff at all sites to create positive environment with smooth clinic flow and contribute to the reduction of any barriers for service delivery that may be identified. Must be highly approachable and have great communication and people skills.
16. Must be authorized by STFPHC's insurance carrier and added to the agency's group medical liability insurance/mal-practice insurance. Medical liability/mal-practice under STFPHC's insurance carrier is fully covered and provided for the person in this

- position for services for done under STFPHC while working for STFPHC.
17. Must always have reliable transportation to travel to clinic sites. STFPHC reimburses mileage and time for traveling out of the stationed "work-home" at rates approved by the board of directors annually based on the agency's travel policy.
 18. Must have Hepatitis B immunization due to significant contact with the public or provide proof that this immunization has been completed. **Documentation regarding Hepatitis B** is required and will be part of the employee's/contractor's personnel file.
 19. Must provide proof of all licenses, degrees, certifications, etc., upon request.
 20. Must know community resources of all types and be able to navigate patients to and thru these resource.
 21. Must actively seek other providers, staff, and contractors to expand and grow the STFPHC network.
 22. Must be able and willing to work with primarily uninsured, lower-income, and indigent population in a professional and friendly manner. *Must be highly motivated, self-monitoring, goal oriented, highly organized, deadline oriented, able to prioritize, be passionate about family planning/women's health, and truly care about serving the community.*
 23. *Must be truly able to multi-task and handle constant interruptions without caving into pressure and still meet deadlines and expectations, etc. Must handle and remember large volumes of information and communication to work successfully in this position.*
 24. Must be able and willing to practice to the highest extent of their medical licensure with total confidence and ease while working at STFPHC and attend annual trainings, etc.
 25. Must be committed to the goals of the agency and its programs and encourage the community to utilize services of STFPHC. Programs include Family Planning, Men's Health, Health Education, Immunizations, Breast & Cervical Cancer, Natural Family Planning, Primary Health Care, etc.
 26. Must have a valid driver's license and reliable transportation to travel on demand and immediately. Must be committed to the goals of the agency and its programs(Family Planning, Men's Health, Health Education, Immunizations, Breast & Cervical Cancer, Natural Family Planning, Primary Health Care, HTW, etc.).
 27. Must be heavily involved in the community in other organizations, schools, groups, churches, associations, etc. Must have good communication skills, interpersonal skills, service coordination skills, capacity building skills, advocacy skills, teaching skills, organizational skills, and knowledge base of all the services and community programs available to help low income, uninsured, and under insured populations.

WORKING HOURS/ATTENDANCE REQUIREMENTS:

The Psycho-Social Community Health Worker may work 28 hours per week. More may be required. Hours are from Monday thru Sunday, with a varying schedules that must be made flexible enough to accommodate educational presentations, program promotion events/presentations, outreach opportunities, meetings with other groups, and to stay on top of workload, etc. The working hours often includes late evenings, weekends, holidays, early mornings, with little or no notice. Hours beyond those listed herein must be worked as needed.