



Formerly Incarcerated Transition Program

Job Description

Job Title: Community Health Worker

Reports To: Program Director, LifeWorks!

Position Status: Full Time - Exempt - 40 hours per week

Program Description: The Center for Community Transitions (CCT) is a Charlotte, NC based nonprofit that helps people with criminal records and their families find healthier and more productive ways of living.

Position Description: The FIT Program Community Health Worker (CHW) will provide outreach, counseling, navigational, and case management services to people recently released from incarceration with chronic disease, mental health issues and/or substance use disorder.

Specifically, the role of the CHW is to:

1. Operate in a supportive role within an interdisciplinary health care team utilizing an integrated care and treatment model.
2. Provide outreach, case management and navigational services to people recently released from incarceration with chronic medical problems, mental health issues and/or substance use disorder.
3. Collaborate with primary care provider (PCP) and the Behaviorist to provide behavioral interventions that will maximize patient health outcomes.

Confidentiality: CCT employees have an obligation to respect the privacy of CCT clients and to keep information obtained in confidence. Each employee will sign a code of ethics statement.

Duties and Responsibilities:

Under supervision and with oversight from the FIT Program director, the CHW is responsible for performing the following essential job functions:

- Provides support, empowerment, education and case management services to recently released people with co-morbid chronic disease, mental illness, substance use disorder, individually and in group settings.

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- Recruit patients to the FIT Program by outreach activities in the community, reentry council, prison, or local jails.
- Participates in Transitions Clinic Network Community Health Worker training and activities
- Conducts periodic assessments of patient's substance use, physical activity, dietary habits, cigarette smoking habits, and social and economic resources.
- Conducts home visits when appropriate and necessary.
- Educates clients with chronic illness about evidence-based standards of care and self-management of their chronic illness.
- Educates patients about the health care system and facilitates relationship building between the two.
- Documents work with patients through appropriate record keeping that follows the project's policies and procedures.
- Consents FIT clients for research protocols and performs baseline surveys if they agree
- Makes referrals for needed services and facilitates access to community resources.
- Regularly participates in FIT Program meetings.
- Participates/assists as needed in any activities related to the Charlotte Community Health Clinic, which is the main provider of medical care for FIT clients.
- Work in collaboration with partners of the NC FIT Program
- Attend continuing education classes for community health workers
- May act as preceptor for community health worker students, interns and other community health worker colleagues.
- Advises patients and others regarding health care and other facilities available to them; assists patients in utilizing such services; makes follow-up contacts when required.
- Serves as liaison between the professional staff and the community,
- May provide language interpretation services in contacts with non-English speaking clients.
- Assists in gathering and evaluating data concerning the program to which assigned; may perform incidental clerical duties such as keeping records, answering the telephone and arranging client appointments.
- May transport ambulatory patients between their homes and clinics, hospitals or other social agencies; may transport staff members to meetings with administration approval. and as allowed by Covid safety protocols.
- These duties may be modified and functions of the job description based on the needs of the organization.

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Knowledge/Experience:

- History of prior incarceration
- Experience living or working in Mecklenburg County, NC
- Experience working with marginalized communities, including those with a history of substance abuse and mental illness.
- A Community Health Worker certificate from a formal program or a minimum of two years of community health worker experience preferred.
- Valid NC Driver's license with good driving record

Desired Skills:

- Minimum of high school diploma or GED.
- Experience working with current or formerly incarcerated individuals.
- Experience working with health care systems, substance use treatment programs, community-based organizations.
- (2) Years of verifiable experience providing information, education, intervention and/or referral services to culturally diverse populations and/or community health worker certificate.
- Recent experience (last 5 years) working as part of a multi-disciplinary team, collaboratively practicing with PCPs, health workers, health educators, and other health professionals.
- Bilingual English/Spanish
- Experience with client assessment, treatment planning, conducting interviews/investigations, advising/counseling clients, and participating in health promotion and health education activities.
- Excellent verbal and written communication skills.
- Excellent organization, follow through, and ability to manage multiple priorities in a fast-paced environment with multiple collaborators.
- Demonstrated excellent attendance and reliability.
- Able to work flexible job hours.
- Willingness to work in various environments, including prison/jail settings, home visits at SRO or patient's residence,
- Requires a high level of mobility in order to be able to provide outreach at various locations if needed.
- Manual dexterity to operate office equipment, including keyboard, copier, telephone.
- Must be able to view and work on a computer for a long period of time, ability to use Microsoft office and internet.

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Verification/Waiver: Verification of qualifying experience, education, and/or training is required at the time of filing. Candidates unable to do so may submit a letter requesting a waiver of this requirement indicating the reason(s) verification cannot be obtained. Failure to submit verification or request for waiver will result in application rejection.

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