



Position Description

Job Title: OEA Community Health Worker

Department: Outreach, Enrollment, and Access (OEA)

Reports to: OEA Manager

Hours: 40 hours per week / Full Time / Non-Exempt

Compensation: \$23.44 / Hour

Work Location: Temporarily remote

Position Summary

The Outreach, Enrollment, and Assistance (OEA) team assists clients with applying for health coverage and navigating the health system to access care. The Community Health Worker (CHW) plays a pivotal role in the OEA program by meeting our clients where they are to provide one-on-one support, health education and navigation, and coaching. This position is a point-person for Project Access NOW programs, assisting our clients who may need services from multiple programs. The ideal candidate will be a responsible, flexible, self-directed person, who pays attention to detail, can prioritize multiple tasks, and is excellent at handling various situations. Experience working with communities of color and underserved individuals is preferred. They must also have strong skills to search for information and resources that are needed. This position will obtain and maintain CHW certification.

Principal Duties & Responsibilities

- Supports, coaches, and provides information using culturally appropriate “plain language” including how to navigate health systems, understand notices and bills, utilize medical benefits, and access care
- Utilizes strength-based practices and motivational interviewing techniques to empower clients
- Builds individual and community capacity by increasing health knowledge through outreach, community education, social support, informal counseling, and advocacy
- Coordinates with clients, staff, and external partners to ensure that information is shared in a timely manner and clients have adequate support to access resources
- Facilitates referrals externally and to Project Access NOW programs including to OEA Program Specialists for assistance with applying for health coverage
- Problem-solves complex cases in collaboration with the client, their family, care coordinators, and program staff
- Responds to in-person, phone, email, and referral queues in a timely manner
- Collects and maintains qualitative and quantitative data for service delivery, reports, and grants

- Communicates challenges with sites, clients, and processes to CHW Supervisor and OEA Program Manager
- Participates in team meetings, organizational committees, and staff meetings to improve program delivery and organizational culture
- Complies with organizational policies, contractual obligations, and HIPAA
- Other duties as assigned

Qualifications

- Fluency in both Spanish and English required.
- Experience as a Community Health Worker, Oregon certification preferred
- Ability to teach individuals and groups with a variety of learning styles and communication preferences
- Cultural-responsiveness and understanding of trauma-informed care approaches
- Ability to work independently and as a team
- High level of accountability and reliability
- A valid Oregon driver's license and proof of insurance, or a reliable mode of transportation is required
- Must be able to pass a background check

Education, Experience, Transferrable Skills

- High school diploma or equivalent
- Lived experience and an excellent understanding of various community-based resources
- Experience with Microsoft 365, SharePoint, Teams, and Virtual Meeting platforms
- Experience serving diverse, traditionally underserved communities is desired
- Experience working cross culturally to support healthcare outcomes
- Knowledge of health coverage options, tax filing regulations, and marketplace enrollment is preferred
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members

Working Conditions

- Occasional work on evenings and weekends
- Works at multiple locations with varying levels of ADA access
- Ability to lift 10 – 20 lbs.

- Prolonged periods sitting at a desk.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset.
- Project Access Now provides equipment: laptop, monitors, and other home office work tools.
- Proof of COVID-19 Vaccination required
- Due to COVID-19, temporarily working part time remotely and part time in the office

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those in need.

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team. Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

Project Access NOW offers a generous benefits package:

- 100% employer-paid health insurance plan including: medical, dental, vision, acupuncture, and massage
- 401k Retirement Plan with immediate access to a 3% employer match
- 10 paid holidays and 4 paid floating holidays
- 17 days PTO for sick leave, personal business, vacation – your first year – begins to accrue immediately upon hire
- 100% employer-paid Life and Disability Insurance and an Employee Assistance Program
- Health Care, Dependent Care, and Transportation Flex Spending Account

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.

Approved by
 Director of PR & Dev: Rebecca Raab
 Executive Director: Carly Hood-Ronick