Community Health Worker (CHW)

Background

In neighborhoods across New York City where the rates of chronic disease are highest, AIRnyc Community Health Workers (CHWs) meet with families in homes and in community settings to enhance health literacy, encourage lifestyle improvements, co-create household action plans, link families to needed services and inspire better self-care and disease management.

AIRnyc CHWs are also the “boots on the ground” for clinical partners, extending the care that is provided during clinic visits in order to address social drivers of health where people live. AIRnyc is a technology-enabled and patient-centered community-based organization that has served New York City’s most vulnerable families for 18 years.

Position Summary: Community Health Worker (CHW)

As a vital part of the AIRnyc team, the CHW extends AIRnyc’s mission into the home. By knocking on the door of a referred patient, an AIRnyc CHW takes the patient and a family through the next stages of care and services, answering post-clinic questions, offering a helper relationship, and activating the care plan in the days, weeks, and months after a hospital visit or at times support, connections, and information are needed. The ability to connect with a person and a family using an emphatic and informed approach, and then taking active steps to help improve their lives, are the most important qualifications for a CHW.

The AIRnyc CHW serves families by coordinating care, services, and appointments for patients with pre-diabetes, diabetes, asthma, hypertension, and substance use disorder. CHWs are natural helpers and have the capabilities and empathic approaches required to co-create a household wellness plan, work with patients and their caregivers, navigate referrals to supportive social services, and communicate with referring providers. AIRnyc CHWs are trained in the latest technologies and systems to manage data and reporting, and to assure the highest level of quality, efficiency and impact in helping families connect the dots within a fragmented health care delivery system. CHWs are hired from the communities in which we work, to improve patients’ access to care, engagement with healthcare, and to help reduce avoidable emergency department visits and hospital readmissions.

Key Responsibilities

The CHW engages the patient and the family through empathic motivation, education, and coaching on specific chronic conditions and germane medication management and medication adherence practices, while also assessing indoor environments for health hazards.
The CHW then links the patient to programs that help to address health and social needs, including food insecurity, nutrition, housing, exercise programs, behavioral health services, smoking cessation programs, Integrated Pest Management (IPM), and legal services as appropriate. The CHW must have a strong attention to detail and a high level of comfort managing data and using data-capture platforms.

The core responsibilities of an AIRnyc CHW are to:

- Make home visits and follow-up calls for people who need and are seeking assistance with chronic disease management and related challenges
- Connect with people through conversations, either in person or over the phone, about chronic disease, including asthma, pre-diabetes, diabetes, hypertension, behavioral health, and substance-use disorder to set a foundation for informed and sustained self-care and disease management
- Engage with patients and providers in clinical settings such as the emergency department, in-patient units, or specialty clinics
- Interview people using techniques that help them find the self-motivation to improve the ways they care for themselves (Motivational Interviewing)
- Provide person-to-person support to help people meet their health goals, promote lifestyle changes, and improve medication adherence
- Screen for and assess social needs, behavioral health, environmental concerns, and co-existing chronic conditions and then link people to services and programs
- Help people organize their records, make follow-up appointments, fill their prescriptions, and apply for public benefits programs including Medical Assistance and SNAP (Supplemental Nutrition Assistance Program)
- Co-create household action plans to improve wellbeing for people, their families, and those who care for them
- Document home visits and check-ins and prepare reports on a routine basis and as needed
- Attend regularly scheduled group meetings with other CHWs, Outreach Coordinators, and program supervisors

**Qualifications**

- Ability to connect with a person and a family using an emphatic and informed approach and then taking active steps with the person and their family to help improve wellbeing for the household
- Excellent communication and interpersonal skills across and among diverse groups including families, clinicians, patient navigators, administrators and other key members of the care team
- Experience engaging with, coaching, and motivating people who have one or more chronic conditions
- Certified health educators, in particular Certified Asthma Educators (AE-C), Certified Health Education Specialists (CHES), and Pre-Diabetes/Diabetes Lifestyle Coaches are highly desired
• Bachelor’s or Master’s degree in Public Health, Education, Social Work, or related field (preferred, but not required)
• Bilingual, especially in Spanish, Mandarin, Russian or Polish
• Strong organizational skills in the context of managing caseloads with families experiencing a wide variety of health conditions and challenges related to social needs
• Familiarity with Microsoft Office including Outlook for scheduling, Salesforce experience a plus
• Experience using database technology, including the ability organize, enter, and report on data collected
• Flexibility with the changing needs and schedules of families
• Flexibility to work evenings
• Team player, proactive doer, and problem solver
• A sense of humor

Excellent benefits provided, including health, dental, 401k, and monthly MTA pass. AIRnyc staff members are employees of the Fund for The City of New York (FCNY). FCNY is an equal opportunity employer.

To apply: please submit a cover-letter and resume via email to: pma@air-nyc.org with the subject: "CHW application". Visit www.air-nyc.org for more information.