

JOB DESCRIPTION

POSITION TITLE:	Community Health Advocate
LOCATION:	HOPE Clinic (Main) but primarily in community
REPORTS TO:	Community Health Advocate Lead
EDUCATION:	High school graduate or equivalent
WORK EXPERIENCE:	Minimum 1 year of volunteer service with identified ethnic community
SALARY RANGE:	Contract, DOE
FLSA STATUS:	Contract
POSITION TYPE:	Contract
LANGUAGE:	Bilingual if used extensively in identified ethnic community is required; Texas Community Health Worker certification a plus.

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political opinion, national or social origin, etc.

JOB SUMMARY:

The purpose of this Community Health Advocate (CHA) position is to educate hard-to-reach community and enhance local partnerships to increase access to vaccines in the Greater Houston area, especially the Asian, Asian American, Native Hawaiian, and Pacific Islander (A/AA and NH/PI) communities as well as other underserved communities. The CHA will work with the CHA Lead to disseminate culturally and linguistically tailored COVID-19/Influenza vaccine and outreach education resources. Training will be provided on Covid/flu vaccine efficacy and how to overcome hesitancy, and standardized data collection. Contractors will take part in virtual program meetings and training events provided by AAPCHO or the VEAP program and participate in virtual exchanges of best practices to address vaccine hesitancy and overcoming barriers to access.

MAJOR DUTIES & RESPONSIBILITIES:

- Work to address vaccine inequities and advance health equity, especially in an identified ethnic community
- Take part in Health Advocacy trainings and planning meetings;
- Establish partnership with other Houston area organizations/establishments to increase COVID and flu vaccine opportunities;
- Identify health barriers and resources gaps;
- Monitor and collect feedbacks on vaccine hesitancy and stigmas so education plans can be created to reduce the vaccine fear and misinformation;
- Complete all program reporting and data collection;
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;

- Perform other duties as assigned to support HOPE Clinic’s Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Proficiency and experience in Microsoft programs, including Word, Excel, and Teams.
- Ability to understand basic public health concepts, including an understanding of public health philosophy, goals, and practices. Ability to understand program objectives, goals, and priorities.
- Skills in meeting and dealing successfully with persons in diverse cultural groups.
- Must be able to utilize the Internet.
- Positively contributes to staff morale and corporate culture.
- Ensures that work assignments and information gathered from day-to-day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Skill in adjusting to sudden changes of priorities and quantity of workload. Resourceful, responsible, and able to work irregular and/or long hours with little advance notice.
- Proof of COVID-19 vaccine.

EDUCATION and/or EXPERIENCE:

- High school graduate or equivalent
- Minimum 1 year of service within an identified ethnic community.
- Texas Community Health Worker certification, or ability to apply, is considered a positive.

TRAVEL REQUIREMENTS:

- Ability to travel to off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general health and social services guidelines.
- Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public;
- Skill in working and communicating with persons from diverse socioeconomic groups. Capable of maintaining confidentiality, self-control and composure under adverse circumstances;
- Skill in educating, persuading, instructing, and advising health care providers and the public in communicable disease control measures;
- Ability to make effective technical and informative presentations to professional and lay audiences.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Ability to read and write in language of identified ethnic community
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervision is employees or contractors will be required but contract should be able to lead a community education event.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks can be straightforward, routine, structured or are complex, non-routine, non-structured and guided by established policies and procedures. Independent administrative judgment is required outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.

- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed