



*Chicago House empowers persons living with or vulnerable to HIV/AIDS to lead healthy and dignified lives, through housing and compassionate, client-centered support services.*

## **JOB DESCRIPTION**

**POSITION TITLE:** Community Health Worker

**CLASSIFICATION STATUS:** Exempt

### **POSITION DESCRIPTION:**

- Ability to assist individuals who are unsheltered with health, income, housing, case management, and other applicable goals
- Ability to collaborate as part of a team approach with a client's assigned Supportive Housing Case Manager to promote client engagement in care
- Ability to use and discuss personal experiences, when applicable, when providing services to promote client retention in services
- Ability to respectfully interact with clients, colleagues, and landlords
- Ability to complete home visits to clients' homes
- Ability to work cooperatively as part of a dynamic team
- Ability to learn and use database systems

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Utilize a team approach with assigned Supportive Housing Case Manager (CM) to engage with clients in the communities where they live and/or work.
- Routinely collaborate with clients and assigned CM's on assessing clients' progress toward meeting goals identified on individual service plans related to health, income, housing, case management, and other applicable goals.
- Assist clients in accessing healthcare resources, especially via navigating complex systems, to include scheduling appointments, accompanying clients to appointments (as applicable), reviewing test results, monitoring medication refills, connecting to healthcare portals, and other relevant activities.
- Assess clients' evolving needs, and provide appropriate referrals as applicable for additional support services that either the agency provides or are community-based.
- Coordinate individual client services with associated housing staff to promote client engagement in care and services – particularly with individuals who may be experiencing complex barriers to engagement.
- Collaborate with associated housing staff to support clients whose circumstances may benefit from crisis intervention and/or de-escalation through the lens of peer support.
- With a willingness to share lived experience as part of engagement, support client participation in services through peer support while relying on relationship-building, selective self-disclosure, motivational interviewing, and a strengths-based approach.
- Maintain client charts according to funder and agency policies.
- Complete data entry into applicable databases.



- Attend selected trainings identified and assigned as part of providing peer support.
- Attend weekly supervision, internal trainings, and staff meetings as required.
- Other duties as assigned.

**REQUIREMENTS/QUALIFICATIONS:**

- High school diploma or equivalent required
- 6+ months of previous experience preferred in providing support for vulnerable populations, especially individuals experiencing housing instability or homelessness
- Personal experience preferred with life challenges from housing instability or homelessness, physical health, behavioral health, and/or substance use
- Willingness to disclose life challenges when clinically relevant to support clients
- Certified Recovery Support Specialist (CRSS) licensure preferred
- Working knowledge of and experience practicing harm reduction, trauma-informed care, and motivational interviewing strongly preferred
- Working knowledge of Microsoft Office products
- Ability to work both independently as well as part of a team
- Ability to endure periods of heavy workload stress
- Ability to communicate effectively both orally and in writing
- Ability to multi-task and prioritize effectively
- Bilingual in Spanish strongly preferred
- Black, Indigenous, and People of Color (BIPOC) strongly encouraged to apply
- Members of LGBTQ+ communities strongly encouraged to apply