



Position Announcement Community Health Worker Supervisor

Organizational Overview

ONE Neighborhood Builders (ONE|NB) is a nonprofit housing and community development organization in Providence. ONE|NB's mission is to develop affordable housing and engage neighbors across Greater Providence to cultivate safe, healthy, vibrant communities. We accomplish our mission through:

- * Robust Housing Development and Quality Real Estate Management
- * Addressing Root Causes of Health Disparities
- * Embracing Innovation and Building the Community Development Field

We have developed over 500 affordable homes for families. By so doing, we have transformed neighborhoods characterized by blight and crime into safe communities with high-quality housing and vibrant retail shops. The neighborhoods we serve have similar demographics and face enormous health disparities: 41% of individuals in these areas live in poverty. The homeownership rate is 25%, far lower than the 61% regional average. As an indicator of the poor condition of existing housing, 22% of Kindergarten children in the Olneyville, Valley, and Federal Hill neighborhoods of Providence were identified to have elevated blood-lead levels. These inequities impact overall quality and duration of life – in fact, the average life expectancy in Central Providence is nine years less than that of other Providence neighborhoods.

ONE|NB is seeking to eliminate these health inequities. We are the backbone organization of the Central Providence Health Equity Zone (“CP-HEZ”); the HEZ is a collaborative of residents, community organizations, health professionals, and others who together address social determinants of health and root causes of health disparities.

ONE|NB is seeking to immediately hire one Community Health Worker Supervisor.

Position Description

COVID-19 has disproportionately impacted residents living in certain zip-codes in the state, with 02909, 02908 and 02904 among the most impacted. The community health worker supervisor will supervise a community health worker team dedicated to: (1) encouraging COVID-19 testing; (2) assisting with contact tracing; and (3) supporting individuals who must quarantine and isolate due to being infected with the coronavirus.

The Community Health Worker Supervisor (CHW Supervisor) is responsible for managing CHW staff to assist in delivery of services that address the social determinants of health, and bridging gap between communities, individuals and providers. The CHW Supervisor will spend their time addressing concerns of community members, ensure data collection is accurate and up to date. The CHW Supervisor will coordinate all SNAP Outreach and Apprenticeship Rhode Island documentation and completion for all community health workers in the Central Providence CHW Cohort. The CHW Supervisor will report to the Assistant Director of Community Health and will work closely on programmatic plans and systems.

Key Responsibilities

- Support and mentor CHWs to achieve the objectives of community health worker duties



- Establish positive working relationship with current community health worker network and all partners
- Maintain daily contact with supervisees and regular contact with leadership members
- Provide overall supervision of community health worker day-to-day activities
- Collect and track data using on-line databases
- Help organize and facilitate surveys, focus groups and one-to-one interviews with residents to inform the best approaches to responding to the COVID-19 pandemic
- Organize and facilitate bi-weekly community health worker cohort meetings with more than 10 CHWs to collectively troubleshoot, share resources and discuss areas of need in the neighborhoods
- Liaise between community partners and Apprenticeship Rhode Island personnel
- Document all trainings and professional development projects
- Manage community health worker schedules and support when needed
- Co-facilitate SNAP Outreach Workgroup meetings
- Document and update CHW resource guide, webpage management, and referrals
- Meet with ONE|NB's Assistant Director of Community Health on weekly basis to review work plan progress and make changes to achieve goals
- Manage community projects, programs and activities in collaboration with stakeholders within the Health Equity Zone system, as well as coordinate with multiple external agencies to best serve the needs of the patient by acting as a patient advocate and liaison between the patient, care givers, healthcare team and community service agencies.
- The CHW Supervisor will be required to work a full-time schedule with some flexibility required on nights and weekends
- Complete other duties as assigned

Qualifications

- High school diploma or GED required; Bachelor's Degree preferred
- Two years of related work experience required, with at least 1 year of supervisory experience directly related to the duties and responsibilities
- Determined to make a difference in the community
- Must demonstrate patient centered/patient valued behaviors
- Strong listening and communication skills
- Compassionate, empathetic, respectful & logical
- Must be a quick learner. Display flexibility and problem-solving skills
- Open to working closely with clients who struggle with health-related issues of all kinds, including mental illness and substance use disorder
- Respectful, sensitive, and non-judgmental towards individuals who may suffer from traumas and/or disabilities
- Must be able to demonstrate a working knowledge of community agencies and services available for the special needs of assigned patients
- Strong interpersonal and social skills with an ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds
- Well organized and detail oriented

Compensation

Compensation is based on experience.

This position will be required to work in the community and in ONE|NB's office in Olneyville. Occasional telecommuting may be possible.

ONE|NB works to dismantle all forms of discrimination. We fight the systems that oppress people from a vast range of identities and experiences. Cultivating a team that embodies the diverse experiences of Central Providence communities is essential to these aspirations. We strongly and sincerely encourage applications from people of color; immigrant, bilingual, and bicultural individuals; people with disabilities; members of LGBTQQ+ and gender non-conforming communities; and people with other diverse backgrounds and lived experiences.

To Apply

Please submit a resume and cover letter to Karen Zuniga – Zuniga@onenb.org