



## Position Announcement

### Community Health Worker / Resident Service Coordinator

#### **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.

#### **Position Description:**

The CHW/Resident Service Coordinator will be responsible for connecting ONE Neighborhood Builder tenants to direct services with a special focus on coordinating with Providence Community Health Center for our 12 Continuum of Care Residents and Rhode to Equity Initiative. CHW Resident Service Coordinator will assist in delivery of services that address the social determinants of health, and bridging gap between communities, individuals, and providers. The CHW/Resident Service Coordinator will spend their time addressing concerns of ONE|NB tenants, ensure data collection is accurate and up to date. Our CHW Resident Service Coordinator will strengthen communication gaps by working closely with our Community Building team, Central Providence Community Health workers and Real Estate Development/Asset Management Team. The ability to effectively coordinate services for residents directly impacts the organization's mission statement in that it allows residents to maintain their housing for longer periods of time, reduce barriers to accessing health needs, and

the data collected informs ONE | NBs upstream work. The CHW Resident Service Coordinator will report directly to the Assistant Director of Community Health and work closely with the Community Health Worker Supervisor on programmatic plans and systems.

**Key Responsibilities:**

- Establish positive working relationship with resident leaders and trusted community-based organizations in the focus neighborhoods
- Work with residents to assess their healthcare and social service needs and to refer them to appropriate services
- Work with residents to set health-promoting goals and help them to meet these goals
- Support with 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.
- Liase between PCHC, FRM/Asset Management, and Community Building team to meet resident needs
- Participate and Co-faciliate bi-weekly community health worker cohort meetings with CHWs to collectively troubleshoot, share resources and discuss areas of need in the neighborhoods
- Participate in Rhode to Equity Pathways to Population Health, ONE | NB + PCHC team meetings, and training sessions as required
- Help conduct surveys, focus groups and one-to-one interviews with residents to inform the best approaches to responding to the COVID-19 pandemic and community needs
- Collect and track data using on-line databases
- Actively participate in all education requirements of the Registered Apprenticeship program, upon completion, continue additional housing and health focused trainings as required
- Will be required to work a full-time schedule with flexibility required on nights and weekends
- Complete all other duties as assigned

**Qualifications:**

- Determined to make a difference in their own community
- Strong listening and communication skills
- Compassionate, empathetic, respectful & logical
- 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
- Strong interpersonal and social skills with an ability to collaborate with a variety of individuals from a wide range of professional and personal backgrounds
- Bilingual (Spanish) preferred
- High school diploma or GED required



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- Two years of related work experience required
- 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. Salary \$ 52,000

This position will be required to work in the community and in ONE|NB's office in Olneyville. Occasional tele-commuting 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.

**NOTE: All employees, volunteers, interns, and independent contractors are required to receive COVID-19 vaccinations.**

### **To Apply**

Please submit a resume and cover letter to Karen Zuniga – [Zuniga@onenb.org](mailto:Zuniga@onenb.org)



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