



Opportunity: Community Health Worker (CHW)

FLSA: Non-Exempt

Full time: 40 hours/week

Hourly range: \$23.00-\$26.00

Benefits: Medical, Dental, Vision (with employer contribution), Flex, Life, 401k w/ match. Generous time-off & 11 paid holidays.

Supervisor: Chief Programs Officer

Position Description: The Community Health Worker (CHW) will process incoming referrals for clients to Mama's Kitchen by reviewing the referral for completeness and accuracy. The assigned CHW will conduct initial assessments for services and document appropriately in the client management system. Along with additional Client Services staff, the CHW will provide ongoing support and care coordination to clients in accordance with all funding requirements and Mama's Kitchen policies and procedures for all services.

The initial assessment and ongoing care coordination may include but is not limited to the following activities:

- Providing culturally appropriate health education and information to a caseload of eligible clients
- Completes all activities related to billing and claims for Medi-Cal covered CHW services
- Coordinating care, case management support and assisting individuals and communities in navigating health and social service systems
- Providing coaching and social support within scope of knowledge and area of professional expertise
- Advocating for individuals and communities, help to build individual and community capacity
- Provides direct health and social service assistance
- Implements individual and community assessments
- Conducts outreach to individuals, communities, service providers and groups, to include home visits and delivery of medically tailored meals.
- Participates in evaluation and research, including review of client survey data and participation in Community Advisory Board (CAB).

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit; enjoy an openwork setting; and incorporate the highest levels of ethics and professionalism.

Primary Responsibilities:

1. Provide ongoing care coordination support to individuals receiving Mama's Kitchen services.

2. Screen clients for eligibility and provide culturally relevant health promotion and disease prevention education.
3. Conduct intake assessments including client and dependent information into relevant client management system.
4. Review reports to ensure accuracy of data entry and make corrections expeditiously.
5. Maintain client documentation and of all encounters according to organization standards.
6. Track client information, files and forms in a confidential manner.
7. Maintain relationships with case managers and health care provider referral sources to ensure client documentation is current, educate them on services of Mama's Kitchen, and accept new referrals.
8. Employing good communication skills and diplomacy when interfacing with staff, board members, volunteers, and donors.
9. Training and guidance for additional CHW staff and/or interns.
10. Responsible for delivering meals to clients in San Diego County and may require use of personal vehicle.
11. Honoring all agency policies and procedures.

Other Duties as assigned

Required Skills:

1. Certification as a Community Health Worker in CA required.
2. 2 years of experience in social services preferred.
3. Bilingual in one or more of San Diego County's threshold languages preferred.
Threshold languages include: Arabic, Chinese (Mandarin), Korean, Farsi & Dari, Somali, Spanish and Vietnamese.
4. Computer proficiency, including Outlook, Excel, SharePoint, Word, timekeeping software, file management and additional software systems as applicable.
5. Able and eager to learn new software applications.
6. Demonstration of cultural humility with the target populations.
7. Excellent communication and interpersonal skills. Ability to speak clearly and concisely to clients, and referral partners and colleagues.
8. Excellent time management and organizational skills. Strong attention to detail. Dependable and self-motivated, with a service-focused mindset.
9. Knowledge of Protected Health Information (PHI), HIPAA guidelines and standard healthcare privacy practices preferred. Willing to learn if not knowledgeable.
10. Must be dependable and self-motivated.
11. Ability to work in multi-person, multi-activity space.
12. Dependable vehicle, clean driving record and a California driver's license.
13. Ability to closely follow directions, spoken and written.
14. Ability to read maps or use navigation tools on smart phone.
15. Ability to stand, walk, bend, reach, pull, push, lift, and carry client meal bags efficiently and safely.
16. Physical ability to drive and use stairs (up and down) is required.
17. Ability to lift 50 Lbs.

Background Check: All employees are required to go through a yearly background check.

Vision Statement:

We envision a community where all individuals with critical illnesses are no longer vulnerable to hunger.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Teamwork: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send resume and cover letter to jobs@mamaskitchen.org