

Community Health Worker Supervisor

The Fund for Public Health in New York City, (FPHNYC) is a 501(c) 3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

PROGRAM OVERVIEW

The Harlem Health Advocacy Partnership (HHAP) is a DOHMH funded community health worker demonstration project aimed at reducing the rates of diabetes, hypertension, and asthma in the East and Central Harlem NYCHA community. HHAP aims to accomplish this by identifying NYCHA residents with any/all of these three chronic illnesses, and helping them better manage their illnesses through:

- One-on-one health coaching sessions
- Individual and group-level educational workshops
- Assistance in acquiring and navigating health insurance
- Referrals to clinical and social support services in the community
- Advocacy and community organizing

POSITION OVERVIEW

The Community Health Worker Unit Supervisor will oversee Community Health Workers providing Peer health coaching services to residents of 5 East/Central Harlem NYCHA housing developments diagnosed with poorly controlled asthma, hypertension and diabetes. The Community Health Worker Unit Supervisor will provide direct supervision to Community Health Workers including quality assurance of individual and group self-help techniques and symptom management skills. The Community Health Worker Unit Supervisor will conduct case reviews and conference with all Community Health Workers to provide feedback, share best practices, teach through challenges and ensure all program participants are making progress towards their health goals. The Community Health Worker Unit Supervisor will monitor participant transitions with the collective support of the Program Director including graduation, escalation and participant discharge from the program.

RESPONSIBILITIES:

- Provide daily supervision, guidance, coaching, and professional development to all reporting Community Health Worker staff in the unit
- Participate in case reviews, staff trainings, and planning sessions as appropriate
- Conduct unit orientation, trainings and field shadowing of all new Community Health Worker staff
- Provide ongoing performance feedback to staff members, and complete annual reviews

in a timely basis

- Prepare, reports, and other data as required
- Collaborate with other unit leaders and Directors in implementing and maintaining quality oversight of established HHAP clinical and administrative policies and procedures
- Track and monitor client outcomes for all staff assigned to the unit and produce/maintain detailed, accurate and timely reports on productivity and quality
- Assign and monitor caseloads to assess capacity, volume and productivity
- Review health coaching assessments, participant action plans and clinical documentation to ensure participants are receiving appropriate care; implement strategies to address unmet needs as appropriate to ensure preventive care
- Ensure unit is compliant in maintaining updated participants records through electronic case management system
- Monitor for education/training needs. Once identified, facilitate implementation of training for appropriate staff
- Assume caseload responsibility for all Community Health Workers in the unit and serve as second in command regarding health coaching and other disease management and lifestyle change supports performed by Community Health Workers
- Engage in case conferencing with Community Health Workers, Social Worker and Program Director to allow for feedback and collaborative solution planning to improve participant health outcomes
- Communicate health complications and risks to Program Director when necessary
- Serve as a positive example and representative of the organization internally and externally

REQUIREMENTS:

- Minimum of 2 years of experience conducting case management practices and procedures
- Demonstrated effective leadership and supervisory experience required
- Flexible work schedule, regular evenings and weekends required
- Ability to be work independently, be flexible, and handle changing workload with multiple projects and changing priorities
- Experience providing coaching, mentoring, adult learning, counseling, outreach, workshop facilitation, and/or group/community presentations required
- Ability to plan, organize, and direct the work of others in a motivating and constructive manner
- Ability to prepare, present, and review oral and written technical and confidential information and reports
- Working Conditions: 70% office, 30% community
- A strong commitment to engage residents on a personal level and be able to get agreement on future health commitment/goals

QUALIFICATIONS:

- Bachelor's degree in Social Work, Sociology, Psychology, Public Health or a related field plus minimum 2 years of applied supervisory experience. Master's Degree preferred.
- High school diploma or GED and extensive Community Health Worker experience

including direct supervision may also be substituted for formal education.

- Bilingual preferred (English/Spanish or English/French) but not required
- East/Central Harlem residents preferred
- Strong relationship builder with excellent interpersonal and communication skills
- Experience in case management with highly marginalized populations, particularly those with health, mental health, and substance abuse issues
- Demonstrated knowledge and or experience with advanced case management techniques, including harm reduction strategies, crisis intervention techniques and motivational interviewing preferred
- NYCHA residents strongly encouraged to apply

SALARY AND BENEFITS

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience and education.

ADDITIONAL INFORMATION

There is potential for this position to transition to DOHMH and therefore candidates must meet DOHMH eligibility requirement including NYC residency.

TO APPLY

To apply, send Resume, with Cover Letter, including salary requested and how your experience relates to this position, to publichealthjobs@fphnyc.org indicating “**Community Health Worker Supervisor _your name**” in subject line.

The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.