

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. The NYC DOHMH offices are located in Long Island City; some travel within the NYC boroughs may be required.

PROGRAM OVERVIEW

This position will be based within the Bureau of Health Promotion of Justice Impacted Populations (BHPJIP) in the DOHMH Division of Mental Hygiene. Through the use of data, policy, and program implementation, BHPJIP promotes community-based, health-led, cross-sector strategies that reduce criminal-justice involvement, and improve the transition of individuals back to the community after incarceration and community supervision. BHPJIP seeks to improve the physical and behavioral health and well-being of marginalized populations, with specific emphasis on persons involved and impacted by the justice system, by focusing on the role that healthcare and public health can play in addressing their complex health and social needs.

This position sits within a newly 3 year grant funded project - the New York City Health Justice Network (NYC HJN), an innovative program that aims to holistically improve the physical, behavioral and emotional health and wellbeing of persons with justice involvement (PWJI) who are returning from incarceration. PWJI are defined as anyone who has had direct contact with any level of the criminal justice system (e.g. incarceration, probation, parole, police contact, etc.) Utilizing trained Community Health Workers with lived experience of the justice system the program aims to increase clients access to, engagement in, and quality of community-based healthcare and social services. The NYC HJN connects primary care and community-based reentry organizations (CBOs) with experience serving PWJI to serve NYC HJN clients, employing an innovative client engagement strategy that includes: 1) employing community health workers with lived experience of the criminal justice system working as navigators between the health and social systems; and 2) implementing trauma informed care interventions in clinical and community settings.

This position will be based out of the NYC DOHMH office located in Long Island City; some travel within the NYC boroughs will be required particularly in northern Manhattan.

POSITION OVERVIEW

FPHNYC seeks a Community Health Worker (CHW) Supervisor. Under the direction of the NYC HJN Project Director, the CHW Supervisor will provide direct oversight of the daily activities of the CHWs within each of the primary care clinics and community-based organizations while maintaining strong relationships with each of the partner sites.

RESPONSIBILITIES

- Complete required in-house trainings including, community health worker training and data platform training, and other trainings as required by the primary care clinics and community-based organizations
- Oversee the day to day activities of CHWs who are embedded at partner sites, including compliance to NYC HJN workflow, client navigation and quality of service oversight
- Process referrals to the NYC HJN including checking eligibility of clients, assignment based on client's needs and monitoring of caseloads to assess capacity, volume and productivity of CHWs
- Support CHWs with referrals, coordination of care and monitoring of clients with complex needs, as needed
- Manage relationships with key staff at all primary care clinics and community-based organizations including regular site visits with site supervisors for check in, providing technical assistance on service improvement for clients with justice involvement and case conferences, as needed
- Provide supervision, performance management and improvement, guidance, coaching, and professional development to all CHWs
- Conduct client data records review to ensure compliance in maintaining client data collection through the data management system, including quality and timeliness of documentation
- Track and monitor client outcomes and produce/maintain detailed, accurate and timely reports on productivity and quality with the NYC HJN Data Analyst
- Lead individual and group supervision including case reviews and development of action plans to support physical and behavioral health and reentry outcomes of clients in the network
- Identify areas of growth and professional development opportunities for CHWs on an individual and group level
- Participate in the development, coordination of and facilitation of trainings for CHWS, partner meetings and community events
- Collaborate with Project Director and other HJN staff in the development, implementation and iteration of policies, procedures and programming.
- Communicate with Project Director and other HJN staff as needed to maintain project fidelity
- Perform other duties as assigned, including administrative project tasks

REQUIREMENTS

- Minimum of two (2) years of experience conducting case management practices and procedures plus a minimum 2 years of applied supervisory experience.
- Bachelor's degree in Social Work, Sociology, Psychology, Public Health or a related field. Master's Degree preferred. High school diploma or High School Equivalency (HSE) and extensive Community Health Worker experience including direct supervision **may be** substituted for formal education.
- Demonstrated ability to plan, organize, and direct the work of others in a motivating and constructive manner
- Demonstrated effective leadership and supervisory experience
- Flexible work schedule
- Ability to be work independently as well as collaborate, be flexible, and handle changing workload with multiple projects and changing priorities

- Experience providing counseling, outreach, workshop facilitation, case supervision and/or group/community presentations
- Ability to prepare, present, and review oral and written technical and confidential information and reports
- Strong relationship builder with excellent interpersonal and communication skills

PREFERRED SKILLS:

- Preference will be given to candidates with lived experience of the criminal justice system
- Bilingual preferred (English/Spanish or English/French)
- Northern Manhattan residents preferred
- Healthcare related or reentry service experience preferred
- 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

SALARY AND BENEFITS

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

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, Inc., is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.