



## **Community Health Worker**

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, harm reduction, and other support services to people living across 18 counties of western North Carolina. WNCAP employs approximately 30 people and has 2 locations.

The Community Health Worker (CHW) is a peer support role which provides outreach and support services to people living with HIV/AIDS (PLWH). This program is closely aligned with WNCAP's Ryan White Case Management department to provide support case management services to Ryan White (RW) Program clients, including conducting client home visits to assess basic health, nutrition, hygiene, and housing needs, acting as a liaison between the client and their Case Manager, transporting clients to medical appointments, and delivering food boxes to clients. The CHW also advocates for client needs, keeps track of client appointments, documents and helps to resolve client concerns, writes detailed notes regarding interactions with clients, and works in a peer capacity to support and uplift clients. This position is responsible for a minimum caseload of 10 clients. The CHW will assist with other tasks as needed.

Ideal candidates will have lived experience with HIV, substance use, homelessness, poverty, queer culture, and/or any other relevant perspectives that they can contribute in a peer support capacity, as well as experience working with and/or providing support to diverse populations and marginalized communities.

This is a PRN part-time, as-needed position. Weekly schedule will be determined by supervisor based on the needs of the organization and clients. Remote work is required on an as-needed basis.

## **Duties**

Job duties include, but are not limited to:

- Provide peer support and navigation services to a minimum of 10 clients, using personal experience with HIV to relate to, support, and uplift clients.
- Visit clients in their homes to assess basic health, nutrition, hygiene, and housing needs.
- Act as a liaison between clients and their case managers, advocating for client needs.
- Transport clients to appointments, requiring use of personal vehicle.
- Deliver Loving Foods Resources food boxes to clients utilizing personal vehicle and/or WNCAP vehicle.
- Call and text clients on a regular basis to check in and follow up on/confirm appointments.
- Address, document, and report client concerns to the appropriate personnel.
- Assist clients with housing searches in collaboration with other departments.
- Work as a team with other staff to support clients.
- Electronically fill out and submit detailed paperwork.
- Attend mandatory meetings.
- Respond promptly and appropriately to calls, group messages, emails, and texts.
- Keep track of client appointments.
- Keep Google calendar up to date with scheduled drives, client appointments, meetings, and other job-related tasks and commitments.
- Document calls and interactions with clients by keeping detailed notes.
- Stay up to date on local community resources to assist in meeting clients' needs.
- Maintain high level of confidentiality and HIPAA compliance.
- Submit call logs, interaction notes, timesheet, and mileage reimbursement forms to supervisor as required.

## Requirements

Since this is a peer support position, qualified candidates must have demonstrated knowledge and thorough understanding of issues faced by People Living With HIV, and one of the following:

- Community Health Worker Certification; or
- Eligibility for Community Health Worker Certification with willingness to complete certification within a specified timeframe upon hire. Certification may require 140+ hours of coursework.

Additional qualifications include, but are not limited to:

- Ability to communicate effectively
- Ability to maintain professional boundaries, especially with clients
- Working knowledge of HIV prevention and care strategies
- Proficiency with computers, including Microsoft Office, Google Suite, and filling out and submitting electronic forms
- Punctuality and reliability
- Ability and willingness to work remotely as needed, requiring internet access at home
- Ability to read, write, and speak English fluently, bilingual ability is a plus
- Team player with ability to work independently
- Respectful interaction with diverse populations and marginalized communities, including people who use substances
- Ability and willingness to work under challenging situations
- Ability to maintain client confidentiality according to HIPAA regulations
- Safe driving skills, valid driver's license, appropriate vehicle liability coverage, use of reliable personal vehicle during scheduled work hours, and willingness to drive WNCAP-owned vehicles as assigned
- Willingness to travel as needed for trainings, conferences, meetings, etc. and willingness to complete required trainings
- In order to protect the wellbeing of our clients and staff, a pre-employment criminal background check is required. Criminal convictions do not necessarily preclude employment and will be considered on a case-by-case basis.

## **Physical Requirements**

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift and carry at least 50 pounds
- Must be willing and able to drive long distances transporting and/or visiting clients

## **Compensation & Benefits**

*Position Type:* Part-Time PRN, Non-Exempt

*Primary Location:* Western North Carolina – in-person and remote work required

*Starting pay range:* \$20.10 per hour

*Work Schedule:* Schedule varies widely on an as-needed basis, generally 10-20 hours per week

*Dress Code:* Business Casual

WNCAP is a certified living wage agency.

All employees of WNCAP have access to an Employee Assistance Program which provides an array of resources that are free of charge.

## **To Apply**

To be considered for this position, please submit a resume and cover letter detailing your interest in WNCAP and this specific position, including “Community Health Worker” in the subject line, to: [employment@wncap.org](mailto:employment@wncap.org)

Please note that due to the high volume of applications, we cannot respond to all correspondence received.

*WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.*

*Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.*