

Job Description

Job Title	Community Education Associate and Research Liaison (a Community Health Worker position)—Lake County	FLSA Status	Exempt
Reports To	Executive Director of Program Evaluation and Research	Supervisor Role	No
Department		Effective Date	

Summary of Position

The Community Education Associate and Research Liaison (a Community Health Worker position) is a trusted member of the community as a frontline public health worker that is responsible for owning relationships and educating community partner organizations and individual community members about The HAP Foundation. This trusting relationship enables the Community Education Associate to own the education of post-acute and palliative care and collaborate with Foundation team on supporting clients by providing referrals and community resources.

Starting Salary Range

The starting salary range of this position is \$45,000-\$51,000.

Geographic Region

We are looking for a trusted member of the Lake County community to join The HAP Foundation as a Community Education Associate and Research Liaison. The candidate should live and have deep roots or shared life experiences in Lake County and be able to establish meaningful relationships within this regional community. The candidate must speak and write English and Spanish fluently. Community Health Worker training and apprenticeship opportunities are available.

Essential Duties and Responsibilities

- Serves as a knowledge expert for individuals and communities on how to use post-acute care including hospice and palliative-specific health and social service systems and how they operate
- Educates health and social service systems and providers about community perspectives and cultural norms (including supporting implementation of Culturally and Linguistically Appropriate Services (CLAS) standards
- Collaborates with Foundation team on supporting patients and caregivers by providing community resource referrals, culturally relevant information and other appropriate services as needed
- Responsible for expanding health literacy among constituents served
- Documents and tracks population-level data regarding healthcare resources to identify communities with education needs
- Documents and tracks individual-level data to track presentation effectiveness, increased awareness of healthcare resources, and attitudinal changes regarding post-acute care access and end-of-life care planning
- Analyzes, identifies, and informs community and systems about community assets and challenges in accessing post-acute healthcare resources to fulfill the Foundation's mission of increasing access to high-quality post-acute healthcare
- Identifies policy influencers and opportunities and provides advocacy for positive policy changes, including by engaging individuals and communities in grassroots support
- Ownership of assisting communities in building capacity by identifying resources, coordinating service and support providers, linking groups or systems that provide synergistic support, and

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implementing advocacy strategies to address unmet needs

- Responsible for the design, implementation and interpretation of community-level assessments (e.g. windshield survey of community assets and challenges, community asset mapping)
- Assists the Director of Community and Clinical Education in developing similar state- and regional-level assessments
- Responsible for conducting outreach to individuals, communities, service providers and groups; presents at local agencies and community events to share information and educate individuals and communities about health and social service concerns and resources
- Identifies and engages community members as research partners, including community consent processes; identifies priority issues and evaluation/research questions; engages stakeholders to take action on findings
- Collaborates with the Executive Director of Program Evaluation and Research on various research and community focused projects
- Participates in education and training regarding basic research principles for the purpose of understanding the importance of data literacy, protection of community from research harm and principles of community engaged research
- Other duties may be assigned or required for the performance of this position

Skills and Abilities

- Knowledgeable about community needs and resources in Chicagoland communities
- Ability to advocate for patient, family, and community needs, especially as it relates to patient care and utilization of hospice and palliative care services
- Must display empathy, sound judgement, initiative, credibility, and sensitivity when working with patients, families, communities, and colleagues
- Self-directed; able to work independently and collaborate with a team
- Strong verbal and written communication skills
- Must be an engaging public speaker
- Must possess excellent customer service skills
- Must possess strong organization skills
- Must be able to work technology equipment and props needed for presentations
- Computer skills (Word, power point, e-mail), voicemail

Education, Experience & Certifications

- High School Diploma or GED required
- One or more years of experience in human service, healthcare and/or community education
- Experience or training in health education, advocacy, cancer support, trauma-informed care, minority health, cultural humility, senior services, grief, healthcare and/or public speaking, highly preferred
- Personal or professional experience with hospice, palliative care, grief and loss, caregiving, accompaniment and/or chronic or terminal disease management highly preferred
- Prior Community Health Worker (CHW), Certified Recovery Support Specialist (CRSS), Peer Support or Health Education training valued
- Valid driver's license and auto insurance required

Work Environment and Physical Requirements

- Frequent standing and walking

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- Occasionally sitting and working on the computer
- Must have vehicle and be able to transport self, equipment, and materials
- Possible exposure to communicable diseases
- Frequently travel to presentations; 50-75% local travel

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature

Date

EEO Statement: The HAP Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Please apply by sending your resume to Kathy Gibbs, Senior Director, Constituent Relations and Human Resources, at kgibbs@thehapfoundation.org.