



ORGANIZATION: VEAP

POSITION TITLE: Community Health Worker (Bilingual)

TYPE: Full Time | Non-Exempt

REPORTS TO: Social Services Director

SALARY: \$18 - \$21 per hour

ORGANIZATIONAL VISION: A thriving community where all are free to pursue their dreams!

ORGANIZATIONAL MISSION: Together we create pathways to stronger, more hopeful, communities through access to healthy food, housing stability and supportive services.

POSITION OBJECTIVE: Provide initial intake and eligibility determination for community members seeking VEAP Services. Act as a cultural liaison for underrepresented communities. Work to provide social services and program support that reflect the mission, values, and the strategic priorities of the organization. Work collaboratively with team members to promote housing stability, by providing access to basic needs and supportive services.

POSITION RESPONSIBILITIES:

Intake and Eligibility Determination

- Conduct initial intake for all participants seeking social services and new participants seeking food services.
- Conduct initial crisis screenings and assessments with new food pantry clients.
- Determine eligibility for financial service requests for supportive services such as gas/bus cards.
- Provide short-term counseling, outreach, action planning and information referral services.
- Work with and/or refer to VEAP Social Workers and/or Housing Specialists to provide short-term supportive services as needed.
- Assist clients with applications for supportive services such as employment, housing, free phones, utility assistance, furniture, clothing, car care, etc.
- Collaborate with human service agencies, businesses, schools, churches, etc. to coordinate services.

Community Relations and Outreach

- Pursue opportunities for community outreach and propose ideas for outreach to the Director of Social Services.
- Increase community engagement and advocacy opportunities.
- Develop, maintain, and build positive professional effective working relationships with community partners.
- Work to improve internal organizational cultural competencies.
- Act as a bridge between VEAP and underrepresented populations in the community.
- Establish and maintain relationships with culturally centered organizations.
- Represent VEAP on various task forces and community groups.

Program Support

- Translate and interpret agency policies, procedures, required documents, and resource information from English to Spanish or Somali as needed.
- Maintain a broad knowledge of community resources.
- Work with Social Services Director to provide information on current needs identified in the community through direct contact with clients and outreach.
- Inform and enforce VEAP program and service procedures, policies, and eligibility guidelines.
- Support intake areas and daily operations by providing back-up coverage in Lobby and Phone Intake.
- Assist Social Services Director in coordinating on-site services with community partners in order to meet client needs.
- Provide case studies to VEAP and other appropriate agencies.

Volunteer Management

- Train, supervise, and coordinate bilingual volunteers, social service department interns and other program volunteers as needed.
- Work with Volunteer Manager and staff in Basic Needs and Social Services to establish and provide ongoing support and training to volunteers.

Continuing Education

- Attend workshops, conferences and classes to fulfill continuing education requirements to stay current on trends in programs, services and skills needed to perform job.

EDUCATION AND EXPERIENCE:

Required:

- Bilingual in Spanish or Somali
- A minimum of 2 years of experience working in a non-profit, community-based setting.
- Certification as a Community Health Worker or Associates degree or 4-year degree.
- Experience working with under-served or vulnerable populations, including persons from diverse racial, ethnic, and economic backgrounds, as well as with mental health and/or behavioral issues.
- Ability to be outgoing to engage with diverse groups of people in community settings (i.e. resource fairs, committees, and other types of outreach events).
- Demonstrated ability to work with diverse and/or low income populations, including those experiencing homelessness, unstable housing and/or mental illness.
- Commitment to working collaboratively with staff and partners.
- Passion for working for a mission-based organization.
- Ability to work with sensitive and/or confidential matters.
- Desire to work as a member of a team and promoting that team's guiding principles.
- Ability to plan, direct and review the work of others with confidence and clarity.
- Proficiency in Microsoft Office and client database software.
- Exceptional written, verbal and interpersonal communication skills; excellent listening skills.
- Motivated self-starter who thrives on working in a space of innovation.
- High attention to detail and flexible in nature.
- Ability to work well under pressure and manage multiple projects and deadlines.
- Excellent problem-solving, time management and organizational skills.

- Position requires ability to sit for extended periods of time, close vision, ability to adjust focus and see color.
- Must occasionally lift and/or move up to 25 pounds and occasionally required to climb or balance and stoop, kneel, crouch or crawl.

VEAP is an Equal Opportunity Employer

How to apply:

Submit resume and cover letter Careers@veap.org (preferred) or VEAP Careers, 9600 Aldrich Avenue South, Bloomington, MN 55420. Deadline to submit is 5:00pm June 20, 2019. No phone inquiries please.