

JOB TITLE: Community Health Navigator
EMPLOYER: Asian Youth Center
LOCATION: San Gabriel Valley
DEPARTMENT: Youth & Family Services
REPORTS TO: Program Manager and/or Program Director
EFFECTIVE DATE: 12/1/2024
FLSA STATUS: Hourly, Full-Time, Non-Exempt, At Will
SALARY: \$21.00 - \$29.00 per hour



SUMMARY: Assist in connecting community members to health resources, provide education on COVID-19 prevention and vaccine access, and ensure individuals are linked to necessary social services. The role involves direct community outreach through activities such as door knocking, canvassing, and providing individual support, with a focus on building trust and providing culturally and linguistically appropriate services.

The Community Health Navigator (CHN) will play a crucial role in delivering grassroots outreach, education, and system navigation services to communities disproportionately impacted by COVID-19, particularly low-income Asian Americans and Pacific Islanders (AAPI), immigrants, and limited-English proficient individuals. This position is part of the Los Angeles County Department of Public Health's (LAC DPH) Enhancing Community Health Work for Sustainable Outreach and Navigation Program (CHW SON Project), aimed at improving health outcomes through culturally competent, community-based interventions. This position is based out of San Gabriel, CA with a hybrid schedule. Travel to community events throughout the San Gabriel Valley and other parts of LA County are required as part of the job duties.

DUTIES AND RESPONSIBILITIES:

- Conduct grassroots outreach activities, including residential door knocking, canvassing, tabling, and one-on-one interactions to provide COVID-19 education and resources.
- Support mobile vaccination efforts by registering eligible individuals for vaccines at community-based pop-up sites;
- Assist in organizing community events to disseminate public health messaging and encourage vaccination uptake in high-need areas;
- Help community members navigate healthcare and social services, providing referrals and direct assistance for services such as food, housing, mental health care, legal aid, and medical services;
- Utilize knowledge of community resources to effectively connect individuals to local clinics, community-based organizations (CBOs), and other critical services;
- Offer guidance and support to individuals in accessing services, including scheduling appointments, completing applications for health insurance, and following up on referrals;
- Provide culturally sensitive, linguistically appropriate services in line with Public Health guidelines and best practices;
- Stay informed about Public Health campaigns and attend training sessions to enhance understanding of available resources and services;
- Recognize community members who require services and provide direct referrals or help them connect with necessary services;

- Use your strong community connections and knowledge to effectively guide individuals to the resources they need;
- Participate in ongoing professional development to improve outreach and engagement strategies;
- Track outreach and education activities, including the number of community contacts made and any systems navigation work performed;
- Complete regular reports on outreach progress, including bi-weekly and monthly progress reports as required by the Program Supervisor and funding sources;
- Work closely with the Program Supervisor, Data Lead, and other team members to coordinate outreach activities and ensure service delivery meets project goals;
- Participate in regular team meetings and report on outreach successes, challenges, and community feedback;
- Assess and respond to client satisfaction feedback regularly and positively;
- Maintain accurate and up-to-date documentation;
- Attend required meetings and trainings;
- Provide services on a flexible schedule including evenings and weekends; and
- Other related duties as assigned by supervisor, or as identified in program manuals or funding source contracts.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalency;
- Lived experience or 1 year of work experiences with the AAPI community, including a strong understanding of cultural dynamics and barriers to healthcare and social services;
- Strong communication skills in English (additional proficiency in Mandarin, Cantonese, Vietnamese);
- Previous experience in community outreach, education, or service delivery, particularly in underserved or low-income populations;
- Ability to build trust and rapport with diverse community members;
- Excellent verbal and written communication skills in English and attention to detail in documentation;
- Computer literate or a willingness to learn; and
- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation, and auto insurance.

PREFERRED QUALIFICATIONS:

- Knowledge of local resources and services available for vulnerable populations; and
- Proficient in using technology for outreach, data entry, and reporting purposes.

COMPETENCIES:

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Judgement** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is quiet to loud
- The employee must occasionally lift and /or move more than 35 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org

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