



# FIRM Job Description

**Title:** Community Health Worker/Contact Tracer

**Hours:** Temporary Full-Time (40 hours per week, non-exempt, grant-funded position)

**Reports to:** COVID19 Program Manager

**Purpose:** To ensure all Fresnoans have access to the information about COVID19 that they need to keep themselves and their families safe. To provide Contact Tracing services in a language spoken by refugee communities in Fresno County.

## **Job Responsibilities and Duties:**

- Share timely and accurate information through social and ethnic media to the Hmong, Lao, Khmer, Russian, Ukrainian, Arabic, Vietnamese, Ethiopian, and/or Thai communities
- Attend community testing events to provide outreach and education about COVID19 and programs that exist to help people with suspected or confirmed cases stay home and stay safe
- Provide remote case management services in-language to help people with suspected or confirmed cases of COVID19 stay home and stay safe
- Input data entry information into data programs
- Conduct contact tracing and case investigation in a language other than English
- Enroll clients in qualifying programs and provide case management follow ups
- Work with FIRM staff and community partners to achieve outcomes of grant program
- Attend and engage in all meetings pertaining to program
- Provide support for coordinated events as needed or directed by supervisor
- All other duties as assigned

## **Qualifications:**

- At least 2 years of experience working in community outreach and/or education programs
- Fluent in speaking and interpreting a language spoken by refugee community members in Fresno (Hmong, Lao, Khmer, Russian, Ukrainian, Arabic, Vietnamese, Amharic, and/or Thai)
- Connection to the Southeast Asian, Arab or other immigrant/refugee communities in Fresno County
- Excellent communication skills, verbal and written
- Resourceful, excellent problem solver
- Ability to multi-task and to work under pressure
- Ability to work from home and comfort providing in-person outreach
- Ability to log activity and complete reports in a timely manner
- Willingness to learn new skills and share information with the community
- Reliable transportation, insurance coverage and valid driver's license
- Proficiency in the Microsoft Office Suite, webforms and regular use of e-mail

## **Preferred:**

- Experience working in a non-profit work environment or a social service setting assisting people in need
- Experience working as a Community Health Worker or Promotora
- Experience working in an outcomes driven grant program

## **Compensation:**

- \$17/hr
- 12 paid holidays, 2 weeks paid vacation, 6 sick days per year
- Cell phone reimbursement stipend of \$40.00/month
- Internet reimbursement stipend of \$40.00/month
- Mileage reimbursed at the federal reimbursement rate of .575 per mile
- Full medical benefits, dental/vision plans available

*FIRM 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.*