

**Madonna Place, Inc.
COPE
Norwich, CT**

This is a great opportunity to help families and children. COPE (Community Outreach Plus Education) is Madonna Place's newest program which offers community outreach, and case management support services for current and new clients. COPE provides drop-in services that include assessment, case management and referrals for mental health, substance abuse disorders, educational programs, basic needs, and other supports. Care is provided with a trauma-informed focus for mental health, behavioral health, substance abuse, and/or domestic violence issues. COPE offers a proactive approach of intervention that helps prevent crisis situations. Madonna Place is located at 240 Main Street in Norwich, CT. The ideal candidate will have professional experience working with families and children, expertise in early childhood and child development, group facilitation, conflict resolution skills, and experience with crisis intervention and trauma informed care.

Program: COPE (Community Outreach Plus Education)
Position: Bilingual Community Health Worker
Report to: COPE Program Manager
Hours/week: 37.5 hours per week
Salary: \$18 to \$20 per hour (non-exempt)

Requirements:

- Associate degree in Human Services/related field required; Bachelor's Degree preferred
- 2+ years' experience working with vulnerable & diverse families & children required
- Fluent in speaking and reading/writing English, and Spanish or Haitian Creole
- Must possess basic skills in MS Office Products (i.e., Word, Excel, Access & Outlook)
- State Driver's License and Auto insurance required
- Full Time position; Hourly (Non-exempt); Standard benefits package

Responsibilities:

- Provide outreach and assist in participant recruitment while focusing on marginalized populations
- Offer free and voluntarily resources, and use positive persistent outreach
- Serve as a liaison between health and social service agencies, and the community
- Provide community education, informal counseling, social support, advocacy, and care coordination
- Work directly with families in the community, and in the office
- Work with clients throughout the continuum of their health care and provide patient navigation (health education, screening and prevention, eligibility and enrollment, primary care, secondary care – specialists, tertiary care – hospitals)
- Guide clients in eliminating cultural barriers to improve health outcomes
- Educate community members and providers on the CHW role and Agency services
- Support families to increase their use and communication with health services and providers
- Promote wellbeing and positive behaviors in all aspects of health
- Encourage parents to improve their support system and utilize community resources
- Educate and support parents to problem-solve and advocate for their families
- Educate and support families with education for healthy maintenance of chronic disease

- Direct case management: keep track of funder required data
- Provide safe transportation for children and families as mandated by the agency and all applicable laws

Agency Expectations:

- Participate in all individual and group supervision, team meetings and ongoing training
- Exhibit consistent attendance, punctuality, and responsible use of personal time with consideration of client/program/agency needs
- Educate and market program to staff and the general public
- Attend all meetings as required by funders or agency
- Participate in professional and educational opportunities
- Ensure program services are culturally competent
- Contribute positively to agency and staff morale
- Participate in agency events
- Comply with all agency policies and procedures as well as all State & Federal laws
- Perform other related duties as required