

Community Health Worker (CHW)

Matt Urban Hope House - Women & Children's Shelter, Buffalo, NY

Position: Full Time (Available nights and weekends)

Qualifications: Associates Degree or High School Diploma
Some Human Service Experience

Job Description:

The Community Health Worker has the responsibility to cover all duties on the floor while building trusting relationships with clients. CHW's are responsible for eliminating barriers and advocating for additional supports along the way. The effectiveness of CHWs lies in their ability to gain access to hard to reach individuals and to patiently coach and support them as they work towards housing stability.

PERFORMANCE RESPONSIBILITIES: Duties include but are not limited to:

- Respect and maintains residents' rights and confidentiality and demonstrates a caring positive attitude toward all residents, staff, guests and services
- Participate in new intake assessments to identify the needs of individuals and families experiencing homelessness to develop a strength-based/ solution – focused stability plan in order to achieve and maintain housing
- Work with residents to encourage healthy connection with family and community ties and to develop new supports and interests
- Assist clients with ALL floor duties including:
 - Food Distribution
 - General Clean Up
 - Client assistance with personal and/or DSS ass
 - Room assignments and setup
 - Answering doors and phones
 - Support program staff in any capacity necessary
 - Ensure clients follow all rules and regulations
 - Laundry/Chore/Shower sign up
 - Initial intakes (when requested)
 - Ensure clients are entered/exited timely from room assignment sheet
 - Room Checks
 - Communicate with Case Managers regarding client concerns
- Performs other duties as needed or requested by supervisor

Please send cover letter and resume to Christal Guthrie at cguthrie@urbanctr.org