



3146 E. Wier Avenue, Phoenix, AZ 85040
PO Box 8814, Phoenix, AZ 85066
Office number 602-305-4742

Position Description

Job Title:	COMMUNITY HEALTH WORKER (CHW)	Hours:	40 hours per week	
Level/Salary Range:	\$40,000 - \$42,000	Reports To:	Director of Healthy Living	
Length of Contract: One year				
Applications Accepted By:				

EMAIL BY: Executivedirector@unlimitedpotentialaz.org	LOCATION: Unlimited Potential 3146 E. Wier Avenue Phoenix, AZ 85040
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Job Description - The Community Health Worker (CHW) is a vital member of the Health Start Team and serves as a trusted liaison between families and the healthcare system. The CHW connects participants to resources, provides culturally responsive health education, and offers support through home visits, advocacy, and case management to improve maternal and infant health outcomes.

The CHW plays an essential role in building trust, improving access to care, and empowering families toward better health outcomes. As a culturally competent advocate, the CHW bridges the gap between communities and healthcare and social systems, ensuring that every family receives the support they need to thrive.

ROLE AND RESPONSIBILITIES

The Community Health Worker plays an essential role in building trust, improving access to care, and empowering families toward better health outcomes. As a culturally competent advocate, the CHW bridges the gap between communities and healthcare systems, ensuring every family receives the support they need to thrive.

Client Support and Education

- Provide prenatal and postnatal education to ensure early and consistent engagement in care.
- Maintain a caseload of approximately 25 clients.
- Conduct 1–2 home visits per client per month (approximately 45 minutes each).
- Offer one-on-one education for disease management, symptom tracking, prevention, and health maintenance.
- Support clients in setting and achieving personal health, employment, and family goals.

Care Coordination and Navigation

- Schedule medical appointments and transportation as needed.
- Make reminder and confirmation calls for appointments.
- Assist in medical interpretation when required.
- Accompany clients to appointments when appropriate.
- Develop and maintain an up-to-date resource list based on client needs.
- Provide referrals to additional services (e.g., nutritional support, developmental screening).

Advocacy and Relationship Building

- Act as a peer support and advocate for clients navigating health and social service systems.
- Build strong, trusting relationships with clients and families.
- Represent clients' needs to ensure equitable and quality care.

Program Documentation and Team Collaboration

- Enter and maintain accurate electronic records, including progress notes, incident reports, and required

Unlimited Potential is a non-profit 501(c)3 agency. Tax id number is 74-2383678. UP's Qualifying Charitable Contribution (QCCO) tax number is 20297. Donations may be eligible for the Arizona tax credit.



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documentation.

- Participate in interdisciplinary case conferences and team meetings.
- Collaborate with supervisors to monitor client progress and adjust interventions as needed.
- Assist in identifying program inefficiencies and participate in developing solutions.
- Perform other related duties as assigned.

Key Competencies and Core Values

- **Cultural Competence:** Ability to engage and communicate effectively across diverse communities.
- **Empathy and Advocacy:** Passionate about empowering families to achieve better health outcomes.
- **Collaboration:** Works well in a multidisciplinary team environment.
- **Accountability:** Maintains confidentiality, meets deadlines, and follows through on commitments.
- **Community Engagement:** Deep understanding of and connection to the local community served.

Qualifications and Education Requirements

- High School Diploma or GED required.
- Bilingual (English/Spanish) required.
- Certified Medical Assistant (CMA) preferred.
- CHW certificate of willingness to enroll and complete training for CHW
- **Experience:**
 - 1–2 years providing community-based or clinical services; or
 - Four years of relevant experience in community outreach, facilitation, or health education.
- Experience working with medically and socially complex clients, especially in underserved communities.
- Excellent organizational, interpersonal, and communication skills (oral and written).
- Strong time management and documentation skills.
- Demonstrated ability to work independently and as part of a team.
- Valid Arizona driver's license, reliable insured vehicle, and ability to travel to multiple sites.

Preferred Skills

- Knowledge of health literacy principles and culturally appropriate communication.
- Proficiency in Microsoft Office and electronic health record (EHR) systems.
- Knowledge of grammar, English reading comprehension, and basic administrative documentation.
- Commitment to continuous learning and professional development.

Work Schedule and Environment

- Standard weekday schedule, with flexibility to meet client needs (occasional early morning or evening visits may be required).
- Work performed in office, community, and home settings.
- May require lifting materials (up to 25 lbs.) and travel between client homes and community sites.

I have read and accepted the terms presented in this document.

Signature Date