# Job Title: Community Health Worker

Organization: Village Heartbeat, Inc.
Location: Hybrid, Charlotte, NC
Employment Type: Full-Time
Reports To: Clinical Supervisor

Position Summary:

Serve as a vital support and advocacy resource within Village Heartbeat's mental health hubs by providing culturally responsive care coordination, resource navigation, peer support, and wellness coaching to youth, young adults, and community members. Using an interprofessional, person-centered approach, the Peer Support Specialist (PSS) and Community Health Worker (CHW) support individuals in addressing social determinants of health, maintaining mental wellness, and connecting to appropriate services through ongoing engagement, documentation, follow-up, and collaboration with clinical leadership while upholding confidentiality and compliance standards.

Key Responsibilities:

- Provide weekly office hours to assist with hub-related needs and follow-up.
- Provide one-on-one support to individuals and their families
- Provide support to individuals served with developing goals, problem-solving skills, self-advocacy, and coping strategies to reduce MH symptoms
- Set up monthly activities in hub locations
- Distribute information/flyers in the local hub community and build relationships with residents.
- Collaborate with clinical team, case managers, and healthcare providers to ensure proper linkage to relevant resources (Food assistance, shelter, housing, Medicaid, transportation)
- Maintain confidentiality and adhere to ethical guidelines
- Electronic Documentation of all services provided timely (within 24 hours)
- Ensure proper and timely discharge of individuals served
- Encourage individuals served to participate in surveys and evaluations
- Participate in weekly clinical supervision and be prepared for case staffing
- Attend VHB, Inc. training events and market to the local community
- Serve as a liaison between healthcare providers, social service agencies, and community resources
- Develop relationships with local organizations
- Attend local church and community-wide events and distribute literature

- Conduct outreach strategies to identify individuals and families in need of support

All other duties as assigned

Required Qualifications:

For Peer Support Specialist (PSS):

- Lived experience with mental health recovery, substance use, or other life challenges.
- Ability to use personal recovery journey to support others.
- Certification as a Peer Support Specialist (required per state regulations).

For Community Health Worker (CHW):

- Experience working in community outreach, mental health and health education is required

Required Qualifications

- Minimum 1 year of experience in mental health, crisis support, or related field.
- Familiarity with local community resources and services.
- Reliable transportation and ability to travel to appointments and events.
- Commitment to confidentiality and ethical standards.

Preferred Qualifications

- **Proficiency in electronic health records (EHR) and Microsoft Office Suite.**
- Strong verbal and written communication skills.
- **Experience with crisis management and trauma-informed care.**
- Training in QPR, Mental Health First Aid, or similar certifications.
- **Ability to build rapport, offer emotional support, and maintain healthy boundaries.**
- Knowledge of faith-based community dynamics and culturally humble practices.
- **Spanish speakers encouraged to apply**

Key Competencies

- **Communication: Active listening, empathy, and culturally sensitive engagement.**
- Outreach: Ability to connect with diverse populations and promote services.
- **Service Coordination: Skilled in navigating and referring to community resources.**
- Advocacy: Empower individuals and communities to access and influence care.

About the Organization:

Village Heartbeat, Inc. is dedicated to improving the health and wellness of our community through culturally relevant and empathetic care. Our mission is to support individuals in navigating mental health resources and achieving wellness through our Faith Based hubs.

Work Schedule:

Expected hours: 40 hours per week
Flexibility: Hybrid
Evening/Weekend requirements

Application Instructions:

*To apply, please submit your resume and cover letter to* info@villageheartbeatinc.com