



The Cambodian Family Community Center

A Multi-Ethnic Human Services Agency Promoting Social Health

1626 East 4th Street, Santa Ana, CA 92701 (714) 571-1966

www.cambodianfamily.org

Founded in 1980, **The Cambodian Family (TCF) Community Center** is a community-based, multi-cultural, non-profit organization, located in Santa Ana, California. Our mission is to provide refugee and immigrant families with the opportunities to develop the knowledge, skills, and desire for creating better health and well-being in their lives. We accomplish this by providing programs and services in three main areas: (1) community health and mental health; (2) youth program; and (3) civic engagement, immigration, and advocacy.

Title: **Health Navigator/Case Manager (Bilingual English/Khmer)** **FLSA:** Non-Exempt, 40 hours/week (Full-Time)

Reports to: Director of Health & Mental Health Programs

Pay Range or Rate & Benefits: \$21-\$23/hour - plus excellent benefits package (medical, dental, vision, 403b retirement matching plan, paid time off such as vacation and sick)

Job Location: In-Person in Santa Ana, California (No Remote Work)

Position Status: Grant-funded position. The position will be eliminated once the grants end.

Summary

Working under the supervision of the Director of Health and Mental Health Programs, a health navigator/case manager position is needed to provide Orange County residents with services that are delivered in a culturally and linguistically sensitive manner that is appropriate to their needs and interests within Health Promotion Program. The Health Navigator is responsible for the coordination and implementation of public health outreach strategies, application assistance services and community engagement activities with the support of the Health Navigator Supervisor.

Essential Functions

- Conducts a myriad of outreach strategies, tracks progress, deploys QA/Community needs surveys
- Connects and works closely with other Health Navigators within our partner, MECCA's network to share ideas, best practices, and learnings from challenging situations
- Participates in ongoing Public Health Trainings
- Leads Cultural Health Education Workshops, ensuring cultural competency is integrated and the content meets the needs of monolingual community members
- Oversees the Cultural Health Education Workshop evaluation ensuring logistics
- Provided 1:1 peer and application support to community members, provides appointment cards and referrals
- Works in partnership with other community-based organizations, schools, places of worship, education centers to deploy broad messaging
- Works in partnership with agency Communications Department on transcription of outreach materials for Public Health messaging
- Assist in the identification of resource referrals and linkages in conjunction and provide referrals to community resources and track open and closed referrals for participants
- Participate in outreach efforts as appropriate to promote the program in the community.
- Must provide services in accordance with TCF, our partner MECCA, and the Orange County Health Care Agency's confidentiality guidelines and consulting with other providers/agencies regarding emergent mental health situations.
- Compile and support with the submission of agency monthly reports and maintain required records and reports in compliance with department and the Orange County Health Care Agency requirements.
- Conduct mental health and COVID-19 outreach and education in English and Khmer (Cambodian). Outreach and education will be done through social media, in-person individual or small group gatherings, virtual workshops and gatherings, community and large events, and door-to-door knocking outreach

- Provide translation review of available training curricula, outreach/education materials, and conduct and/or record in-language training modules and provide interpretation during the training
- Assist limited English proficient clients in accessing mental health/health care services, including translation/interpretation, transportation, and communication with providers
- Provide case management, non-clinical counseling, and follow-up services
- Assist clients in accessing social/support services at our center and at other community providers
- Participate in designing a strategic/program plan to increase awareness about minority health disparities
- Organize one-on-one or group activities to promote healthy behaviors and lifestyle changes
- Administer surveys with clients and assists in evaluating clients' participation, health outcomes, and program satisfaction
- Complete and maintain all records and clients' confidentiality as required; assist in data collection, data analysis, and report preparation and submission.
- Perform other work-related duties as required by Program Director and Executive Director

Minimum Qualifications - Knowledge, Skills and Abilities Required

- Must have at least an Associate's Degree or a Bachelor's degree in Public Health/Health Sciences, Social Work, or any other fields
- Must have at least one year of prior experience working with refugees and immigrants or other underrepresented communities in health education, health accessing, or health care setting
- **Must be bilingual in English/Khmer (Cambodian)**
- Ability to interact effectively with residents, youth, and their families
- Good communication and writing skills
- Excellent attention to detail
- Must have the ability to work independently and in a team
- Be self-motivated, self-directed, quick to learn, flexible, and creative
- Have high comfort level working in a diverse environment, particularly with the immigrant communities
- Ability to effectively represents the agency, our mission, and our programs to the outside world
- Verification of employment eligibility, driving record, and background check required.
- Must have a successful record in setting priorities; keen analytic, organization and problem solving skills which support and enable meaningful data interpretation (versus simple reporting) and sound decision making
- Must have personal qualities of integrity, credibility, accountability, and dedication to the mission of TCF
- Must maintain professional behavior, dress, and appearance at all times
- Drive personal car for work-related purposes (mileage to be reimbursed); maintains driving record and car insurance in accordance with organization's policies and provides related records periodically
- Must be able to work weekends and evenings upon request.

Preferred:

- Case management experience is a plus, but training will be provided

Non-Essential Qualifications - Knowledge, Skills and Abilities

- G Suite (Google Sheets), Canva, Zoom, and Adobe Suite preferred.

Supervisory Responsibilities None.

Environmental Conditions (Working Conditions)

- Exposed to typical office environment conditions and noise levels.
- Exposed to mentally demanding situations (including but not limited to: emergency situations, accidents, and stress)

Physical Requirements

- Sit for extended periods of time at a computer station or work desk. Stand and walk throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment.

- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 50 pounds occasionally.

Mental Requirements

Must be able to handle any/all of the following: constant distractions, interruptions, emergency situations, accidents, and uncontrollable changes in priorities/work schedules. Must be able to process information, think, and analyze situations in short periods of time. Must be able to comprehend and follow instructions, maintain work pace appropriate to given workload, and relate to other people beyond giving and receiving instructions.

Applicants invited for an interview will be required to complete TCF Employment Application, which will be sent by e-mail to the applicant and submitted to TCF prior to the interview date.

TO APPLY: Please submit your most updated resume to jobs@cambodianfamily.org

The Cambodian Family is an Equal Opportunity Employer. Women and Minorities are encouraged to apply.