



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 / Family Support Advocate (Bilingual English/Khmer)**

FLSA: Non-Exempt, 40 hours/week (Full-Time) **Reports to:** Health & Mental Health Program Manager / Director

Pay Range or Rate & Benefits: \$20-22/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)

Summary

Working under the supervision of the Health and Mental Health Program Manager/Director, a health navigator/family support advocate position will provide Orange County families with services that are delivered in a culturally and linguistically sensitive manner that is appropriate to their needs and interests within the Family Support Services Program. They are responsible for the overall coordination and implementation of delivering outreach, education, support groups, light touch case management, peer support and mentoring, and other supportive services to families and communities on Orange County who are dealing with behavioral health conditions. They will coordinate and implement culturally and linguistically tailored activities such as mental health prevention and early intervention (PEI) educational workshops, spirituality wellness ceremonies, recreating and physical activities, art and craft classes, etc. They will provide mental health education to increase knowledge and awareness of mental illness causes, signs and symptoms and mental health resources, and to reduce mental health related stigma. They will also facilitate the prevention of hate incidents and hate crimes through various culturally responsive activities.

Essential Functions

Family Support Services Program

Assessment, Navigation, and Peer Support:

- Introduces an array of service options including peer support and mentoring
- Increases knowledge of resources to the individuals who are interested in the Family Support Services program
- Follows up on status of referrals, provides closed-loop referrals and pathways for community members in need of services not provided by the Family Support Services grant
- Ability to provide light-touch Case Management/ service navigation; a broad knowledge of services available in Orange County
- Provides non-clinical, non-emergency crisis counseling to a myriad of individuals/families

Community Outreach, Supportive Services, and Education:

- Ability to connect with the community and collaborate with other service providers to provide high-quality services across Orange County's diverse communities
- Curates, coordinates, and delivers educational workshops to a variety of populations
- Designs and leads support groups for a range of populations

Reporting and Evaluation:

- Collects data and administers evaluations to produce a monthly report
- Perform other work-related duties as required by Program Director and Executive Director

Health Navigator - Community Health & Mental Health Programs

- Conduct mental health and public health outreach and education in English and Khmer (Cambodian) on topics such as preventative measures to reduce the spread of COVID-19, public health guidance, mental health resources, and more. 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
- Assess client health and mental health needs
- Provide community outreach and engagement, mental health navigation and support services, wellness activities, case management, and referrals for mental health assessment, counseling, and treatment.
- Coordinate and implement culturally- and linguistically-tailored activities such as mental health prevention and early intervention (PEI) educational workshops, spirituality wellness ceremonies, recreation and physical activities, art and craft classes, etc.
- Provide mental health education to increase knowledge and awareness of mental illness causes, signs and symptoms, and mental health resources, and to reduce mental health-related stigma
- 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.

I have read this job description entitled **Health Navigator/Family Support Advocate** and fully understand the requirements, responsibilities, and expectations set forth therein. I attest that, if I am hired, I am able to perform the essential job functions as outlined with or without any reasonable accommodations. I further understand that this job description does not constitute an employment contract with The Cambodian Family.

Applicant Name

Applicant Signature

Date