

JOB TITLE: Senior Mental Health Promoter/Community Health Worker



EMPLOYER: Asian Youth Center

REPORTS TO: Supervising Mental Health Promoter/Mental Health Clinical Supervisor

EFFECTIVE DATE: March 1, 2024

FLSA STATUS: Hourly, Full-Time, Non-Exempt, At Will

SALARY: \$23.00 – \$30 per hour

SUMMARY: Help lead the implementation of direct community education, engagement, information and referral, and case management services appropriate for low-income, immigrant older adults (65+). Programs include Mental Health Promoter Services. See program manuals and funding source Scope of Work or contract documents for more specific program information. This position is based out of San Gabriel, CA with a hybrid schedule. Travel to community events throughout the San Gabriel Valley and other parts of LA County be required as part of the job duties.

DUTIES AND RESPONSIBILITIES:

- Educate, engage, inform, and empower clients by establishing good rapport through culturally and linguistically competent relationship development and customer service;
- Lead in the development and implementation of a community needs assessment;
- Provide outreach and engagement through in-person and virtual activities, events, and workshops that create community awareness, educational opportunities, and mitigates risk factors associated with mental illness;
- Conduct outreach and enrollment of clients;
- Lead in the assessment, development, and implementation of individualized service plans in partnership with 80% of clients;
- Lead in the provision of information and referral, follow through and monitoring, and removal of barriers to help client access needed services and resources including basic needs, housing, health, mental health, substance use disorder, legal services, employment and vocational services, benefits establishment, etc.;
- Lead clients in ongoing navigation of community resource systems through appointment accompaniment, transportation assistance, reminders, and coaching;
- Provide participants with safety net funding, dissemination of supplies, and resources that support the recovery and other goals of client service plans;
- Implement Community Resiliency Model (CRM) facilitator and participant trainings;
- Implement trainings related to recovery related to Covid-19 and other natural, man-made, or hybrid disasters linked to trauma;
- Implement other outreach, engagement, and training activities that may include, but are not limited to:
 - Intergenerational family healing activities
 - Culturally appropriate outreach, engagement, and education activities
 - Community psychoeducation and support

- Non-traditional trauma-informed activities such as art, dance, music, animal therapy, mindfulness, and healing gardening
- Leadership development, empowerment, advocacy, coalition building, community organizing, and the importance of civil rights and voting rights
- Community-led groups (peer-to-peer support) and other community defined capacity building and supports
- Assess and respond to client satisfaction feedback regularly and positively;
- Ensure that client files and other documentation are accurate, complete, and up-to-date;
- Lead in the development of community partnerships;
- Lead in the development of publications and communications;
- Attend required meetings and trainings both within AYC and in the community;
- Provide services on a flexible schedule including evenings and weekends; and
- Other related duties as assigned by supervisor, or as identified in program manuals or funding source contracts.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities; however, this position acts as a role model, mentor, and team lead to less senior level staff.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalency;
- At least 2 years of work experience with low-income, immigrant, older adult (65+) populations;
- Experience with group facilitation, group presentations, outreach events (including street outreach, and/or experience with home visitations);
- Excellent verbal and written communication skills in English and attention to detail in documentation;
- Bilingual in Mandarin, Cantonese, Vietnamese, or Spanish;
- Excellent computer skills; and
- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation, and auto insurance.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in psychology, public health, or related field; and
- Working knowledge of local communities in the San Gabriel Valley.

COMPETENCIES:

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is quiet to loud
- The employee must occasionally lift and /or move more than 35 pounds

The above is intended to describe the general content of and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org.

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.