COMMUNITY HEALTH WORKER (CHW)

Navigate Systems. Connect Resources. Empower People.

Position Overview

The Benzie-Leelanau District Health Department is partnering with the Grand Traverse County Health Department to add a Community Health Worker (CHW) to our regional Community Connections team. This position would primarily serve Grand Traverse County residents and would be an employee of the Grand Traverse County Health Department, with training and support provided by the Benzie-Leelanau District Health Department.

Working within a multi-disciplinary team, the CHW will support individuals in building independence, improving health knowledge, and addressing social and health needs through resource navigation and outreach. Their work focuses on addressing Social Determinants of Health (SDOH) to reduce barriers and improve overall health outcomes. Service delivery is primarily offered through in-person home visits coupled with community/phone/virtual visits as needed.

Location: Office and fieldwork within Benzie, Leelanau, and Grand Traverse counties.
Job Type: Full-Time
Salary: $21.94

Core Responsibilities

- **MiCHWA-Aligned Cultural Respect & Responsiveness:** Embody MiCHWA core competencies of cultural humility and respect in every interaction – extending unconditional dignity, active listening, and non-judgmental care to build authentic trust across all racial, ethnic, linguistic, and socioeconomic backgrounds.
- **Standardized Pathway Coordination (PCHI® Model):** Apply the Pathways Community HUB framework to perform comprehensive risk assessments, open and navigate Pathways, track progress through closed-loop referrals, and document outcomes.
- **Client-Directed SDOH Navigation:** Address SDOH needs by working alongside the client – guiding and supporting their self-stated priorities/goals and connecting them to community resources.
- **Practical Health Literacy & Education:** Build client health literacy using the PCHI® Model Learning Modules, delivering research-based guidance on chronic health conditions, preventative care, and wellness – empowering clients with clear, actionable information.
- **Warm Handoffs & Multi-Agency Collaboration:** Engage professionally with medical providers, healthcare systems, and social service agencies to establish warm handoffs, streamline referrals, and eliminate care gaps for clients.

Essential Relational Skills

- **Empathetic & Clear Communication:** The ability to enter into open, respectful conversations with genuine care – actively listening and using non-judgmental, accessible language that validates individual experiences and fosters true partnership.
- **Collaborative Problem-Solving:** The ability to gather and synthesize information alongside a client, bringing curiosity and resourcefulness to identify actionable next steps.

- **Self-Direction & Accountability:** The ability to work independently while knowing when to ask for help and leverage team expertise – coupled with the ability to manage a fluid field schedule, balance competing client needs, and meet documentation timelines to maintain trust with clients and colleagues.
  We carry our own weight, but we never walk alone.

Preferred Advantage: Lived Experience

- **Lived Experience Navigating Systems:** We highly value candidates with personal experience navigating the same health, social, or economic safety nets as the communities we serve (e.g., utilizing public assistance, or overcoming systemic barriers/adversity, etc.).
- **Why This Matters:** Lived experience fosters immediate trust, credibility, and psychological safety with clients. It provides an intuitive, real-world understanding that no classroom can replicate.

Required Qualifications

- **Education & Credentials:** High School Diploma/GED, CHW certification or willingness to obtain certification (we will cover all costs and provide work time to complete).
- **Professional Experience:** 2+ years of relevant work history in human services, public health, or medical field (if lived experience not present).
- **Technology Skills & Documentation:** Comfortable with Microsoft Office applications and electronic medical record platforms.
- **Foundational Knowledge Base:** Basic understanding of DHHS programs, local community resources, and healthcare systems.
- **Logistics:** Valid driver's license with reliable, insured vehicle.

Why Join Our Team?

- **Culture of Care:** A supportive work environment where we protect each other's well-being as fiercely as we serve our communities.
- **Comprehensive Benefits:** Health, Dental, Vision Insurance, Generous PTO, Retirement Package, and Paid Holidays.

How To Apply

Please submit your resume and a brief cover letter explaining your connection to our communities and why you are passionate about this role to: Lauren Wolf, lwolf@bldhd.org.