



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

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## **CAL COMMUNITY CONNECT- COMMUNITY HEALTH WORKER – Yuba/Sutter**

**FULL and/or PART TIME, NON-EXEMPT**

**GRADE: 14**

*Effective 1/1/2026*

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The mission of the Agency on Aging Area 4 (AAA4) is enriching the lives of older adults and people with disabilities by **FOSTERING** networks of support, **ADVOCATING** for individual choice, **COLLABORATING** with others, **ENSURING** equity, and **STRIVING** to do so with conviction.

Formed as a Joint Powers Authority to serve Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties, AAA4 is a Public Agency with non-profit status. Funded by monies from the Older Americans Act (OAA) and various grants, AAA4 creates, supports, and monitors a wide variety of programs for older adults and people with disabilities designed to help them maintain their health and independence. In 2023 the Agency celebrated 50 years of delivering its mission of supportive service to its communities.

The Cal Community Connect project seeks to advance California's No Wrong Door (NWD) systems by streamlining access to long term services and supports (LTSS) through Community Health Worker (CHW) navigators. A Community Health Worker (CHW) navigator is a trusted member of the community who helps individuals access and navigate healthcare and social services. They act as a bridge between individuals and the services they need, addressing barriers such as lack of transportation, language barriers, or health literacy. They connect individuals with healthcare providers, social services, and other resources that can improve their health and well-being. CHW's perform the following: Health Education, person centered plan development, outreach and service coordination, screening and assessment, and assistance in enrolling in programs and services. CHW's in Cal Community Connect also assist consumers with disaster preparedness.

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## **CAL COMMUNITY CONNECT- COMMUNITY HEALTH WORKER- Yuba/Sutter**

### **Grade 14, Non-exempt**

Under the general direction of the Program Administrator and the ADRC Program Manager, the Cal Community Connect- Community Health Worker (CHW) will provide culturally responsive, community-based outreach, education, and navigation services to residents of Yuba and Sutter counties. Working primarily in the field, the CHW builds trusting relationships with community members, identifies barriers to health and social services, and connects individuals and members, identifies barriers to health and social services, and connects individuals and families to appropriate resources. The role focuses on addressing health disparities, improving access to care, and supporting individuals in navigating complex service systems.

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### **General knowledge, skills, and abilities**

- Understanding of the normal aging process and the common needs/concerns of older adults, people with disabilities, and their caregivers.
- Basic knowledge of the Older Americans Act and Title 22 of the California Code of Regulations and the Medi-Cal program.

- Ability to communicate effectively and professionally in person, electronically, and/or by telephone.
- Excellent organizational and time management skills.
- Ability to identify concerns, assess, and problem solve with the general public, stakeholders, fellow employees, and volunteers, to ensure a satisfactory resolution of requests for service.
- Computer skills to maintain and report data, work with web-based systems, use Microsoft Office 365 (Windows, Word, Outlook, Excel, Access, and PowerPoint), use Microsoft Teams, and work in Adobe Acrobat and DocuSign.
- Ability to perform, organize, and prioritize work independently in the accomplishment of a wide variety of duties.
- Ability to work as a member of a team to ensure project completion within defined timelines.
- Ability to establish and maintain working relationships with individuals from diverse backgrounds.
- Ability to work on-site, telecommute, to work in the field, and attend special events or off-site training and conferences that also may require travel that includes overnight, out-of-town lodging.
- Ability to operate with a high level of discretion and strictly adhere to confidential information policies and procedures.
- Ability to be flexible and resilient in the face of competing demands and changing deadlines.

### **Job specific knowledge, skills, and abilities**

- Knowledge or experience in health promotion.
- Knowledge of care management for chronic conditions such as diabetes.
- Knowledge of the resources available in the communities served.
- Knowledge of motivational interviewing, trauma-informed care, and harm reduction strategies.
- Knowledge of relevant laws and regulations.
- Ability to relate to frail, low-income seniors from diverse cultures and ethnicities.
- Ability to establish and maintain productive and collaborative working relationships.
- Effective oral and written communication skills.
- Ability to maintain accurate and up-to-date client records.

### **Job specific responsibilities**

- Conduct field-based outreach in neighborhoods, community centers, shelters, rural areas, and other locations throughout Yuba and Sutter counties.
- Build rapport with individuals from diverse populations, including underserved and high-risk groups.
- Provide health education on topics such as preventive care, chronic disease management, mental health, substance use resources, and social services.
- Participate in community events, health fairs, and partner activities to promote program services.
- Help clients access medical, behavioral health, and social services such as housing, food assistance, transportation, insurance enrollment, and public benefits.
- Assist clients in scheduling appointments and following up on services.
- Conduct basic screenings (e.g., social determinants of health, eligibility assessments, risk assessments).
- Provide advocacy and support to reduce barriers related to transportation, language, literacy, stigma, or system complexity.
- Maintain accurate, timely electronic and paper records of client interactions, referrals, and outcomes.
- Track follow-up needs and ensures continuity of care.
- Use organizational data systems and comply with privacy and confidentiality policies (HIPAA).

- Build strong relationships with local service providers, clinics, public health entities, schools, and community organizations.
- Collaborate with internal team members, including care coordinators, nurses, and program leadership.
- Participate in team meetings, trainings, and case reviews.
- Provide feedback from the field to help improve outreach strategies and program effectiveness.
- Assist in the development of educational materials and resource lists tailored to community needs.
- Support grant activities, program reporting, and data collection as needed.

### **Additional requirements**

- Required to successfully pass a background check which includes fingerprinting.
- Required to maintain the licensure/certification required of the position for the duration of employment with the Agency.
- Required to have, if driving on behalf of the Agency, a valid California Driver License, regular access to a passenger vehicle, and to maintain proof of current automobile insurance.
- Required to be accessible electronically during work hours if working away from the office.
- Field Based Role (Must be available for on-site visits twice monthly in Sacramento, CA to comply with company HIPAA security protocols).

### **Employment Qualifications**

**Either: Possession** High School diploma or equivalent; additional education in public health, social work, or a related field preferred.

**And:** At least 1 year of experience working with individuals with behavioral health needs, co-occurring disorders, or those experiencing homelessness.

**Preferred:** Community Health Worker (CHW) or Peer Support Certification.

**License/Certification:** Bilingual and biliterate preferred but not required. Alliance of Information and Referral Services (AIRS)/Inform USA Certification may be required after hire.

### **Physical demands**

While performing the duties of this job, the employee is regularly required to sit, stand, walk, twist, and stoop; use hands and arms to grasp and reach; to talk and hear. The employee must occasionally lift and/or move up to 50 pounds (NIOSH application). Required vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.