



## YMCA OF SAN FRANCISCO

FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

### YMCA JOB DESCRIPTION- URBAN SERVICES YMCA

Job Title: **Community Health Ambassador (FT)**  
Status: Non-Exempt Staff  
Status: 40 Hours (WK)  
Competency Level: Community Advocate

Reports To: CHA Site-Coordinator  
Salary: \$22.00/hr. (USD).  
Start Date: December 3, 2018  
Start Date: November 20, 2018

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#### THE Y VISION for 2020

The healthiest children in America will live in the Bay Area, building skills and habits for a healthy life, enabling them to reach their highest potential through the strength of the communities we serve, and make a valuable contribution to society.

#### POSITION SUMMARY

The Community Health Ambassador will be responsible for creating and implementing effective outreach strategies to assist with outreach and promotion of Wellness Center Program services, activities, and events. The desired candidates will promote and implement programs that focus on health equity, prevention of chronic disease, and activities that support optimal physical/behavioral holistic health among San Francisco's Black/African American community and all residents of HOPE SF sites. This program is a partnership with both the Department of Public Health and HOPE SF and will focus exclusively on working with families living in the Potrero Hill, Hunters View, Alice Griffith and Sunnydale public housing developments. We are seeking qualified candidates for each of the four sites above that can provide integrated, culturally relevant wellness programs rooted in holistic approaches for individuals and families. Candidates will have demonstrated ability to: work toward health equity; impact health outcomes; support healthy communities using culturally responsive services; and work toward policy and systems level change.

#### MINIMUM QUALIFICATIONS

**Age:** 18+

**Education:** 1-year minimum experience creating and implementing effective outreach plans preferred **AND/OR** possess a Certificate as a Community Health Worker, Mental Health Peer Specialist Certificate or related certification from an educational institution or approved provider preferred.

**Availability:** Monday – Friday (Available to work weekends and evenings) required.

**Related Experience:** A minimum of 2 years' experience creating and implementing effective outreach plans preferred.

**Language Skills: Fluency in Spanish/English or Cantonese/English, preferred.**  
**Specialized Skills:**

- Excellent organizational skills and demonstrated follow through on tasks: multi project/multi task orientation
- Strong leadership skills, program development experience, and an understanding of enhancing community engagement
- Staff development and training experience
- External relations/business development to maintain and enhance contracts with County and government partners
- Familiarity and experience working in or with DPH, Hope SF, community-based agencies and other key SF city partners.
- Conflict resolution skills
- Proven ability to work with people from a variety of different ethnic, socioeconomic, educational, religious, sexual, and generational backgrounds
- Proven ability to exercise discretion and independent judgment
- Strong written and verbal communication skills
- Knowledge of Hope SF community and revitalization processes.
- Reflect a professional demeanor, pleasant personality, and a sense of humor
- Ability to manage a program budget and keep partners and staff on track financially.
- Experience complying with confidentiality policies and procedures and mandated reporting laws
- Fluency in Spanish/English or Cantonese/English, preferred
- Ability to remain (Health Insurance Portability and Accountability Act) HIPAA compliant

**Licenses & Certifications: Preferred Certificate as a Community Health Worker, Mental Health Peer Specialist Certificate or related certification from an educational institution or approved provider preferred.**

**WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS**

- You must have the physical, visual, and auditory ability to perform the essential functions of the job with or without reasonable accommodations.
- All employees working with the YMCA are considered to have supervisory or disciplinary action relationship over minors. Fingerprints will be taken upon commencement of employment and will be submitted to the Association Office human resources department prior to beginning the first day of work.
- Must pass a background check (DOJ and FBI) and TB test.

**ESSENTIAL FUNCTIONS**

- **Attend** staff meetings, community meetings, and trainings as required.
- All other duties as assigned by your supervisor.
- **Uphold** YMCA policies for safety, supervision, mandated reporting and risk management.
- **Demonstrate** the *Character Counts* values of caring, respect, honesty and responsibility in all dealings with members, guests, volunteers and fellow staff.

- **Demonstrate** competencies in and willingness to develop in the Cause Driven Leadership areas of mission advancement, collaboration, operational effectiveness and personal growth.

## YMCA TEAM LEADER COMPETENCIES

- Enroll in and successfully complete the quarterly City College's Community Health Worker Certification Program curriculum.
- Possess at least a General Education Diploma (GED) achievement or currently enrolled to achieve.
- A passion for community building and ability to share that enthusiasm with residents, staff and the larger community
- Strong Skills in community organizing/relationship building
- Knowledge of the San Francisco community and the support service network
- Excellent Communication Skills
- Experience working collaboratively in partnership with non-profits, public agencies, educational entities, parents and other stakeholders
- Experience in engaging with residents in public and subsidized housing
- Ability to function as part of a cross-disciplinary team
- Ability to collect and relay data information in a clear and concise manner
- Ability to collect and manage data collected at the community-based level
- Co-develop a spectrum of health prevention activities that addresses community, individual, and policy and systems changes.
- Co-create environments that make the healthy choice the easy, accessible choice
- Improve holistic health with a focus on heart health and behavioral health outcomes by increasing opportunities for physical activity, healthy eating, stress reduction and social connectedness.
- Ability to hold privileged information in a professional and confidential manner
- Flexibility to attend evening and weekend functions and to travel as required
- Ability to work week nights and weekends
- Ability to work 40 hours a week
- Must have an interest in community health and wellness work
- Basic computer competency skills

Mission Advancement: Model and teach the Y values. Ensure a high level of service with a commitment to changing lives. Provide volunteers with orientation, training, development, and recognition. Cultivate relationships to support fund-raising.

Collaboration: Champion inclusion activities, strategies, and initiatives. Build relationships to create small communities. Empathetically listen and communicate for understanding when negotiating and dealing with conflict. Effectively tailor communications to the appropriate audience. Provide staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provide others with frameworks for making decisions. Conduct prototypes to support the launching of programs and activities. Develop plans and manage best practices through engagement of team. Effectively create and manage budgets. Hold staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Share new insights. Facilitate change; model adaptability and an awareness of the impact of change. Utilize non-threatening methods to address sensitive issues and inappropriate behavior or performance. Have the functional and technical knowledge and skills required to perform well; use best practices and demonstrate up-to-date knowledge and skills in technology.

While all competencies are significant the following are critical to success in this position:

- Mission Advancement.
- Collaboration.
- Personal Growth.
- Operational Effectiveness.

## **EFFECT ON END RESULTS**

- **A successful candidate in this position will increase the number of community members who visit and receive health care services at the Community Wellness Centers.**
- **A successful candidate in this position will enhance health and wellness education programs that are currently provided and address the gaps in delivery based on the community needs.**
- **A successful candidate will increase the number of community members who participate in the Wellness Center programs. Enhancing community participation should be done by establishing unique and creative methods in how one facilitates community-based outreach initiatives.**
- **A successful candidate will create innovative health and wellness program that will contribute to the overall health of the community they serve.**
- **A successful candidate will establish a relationship of trust and teamwork with the community members and the Peer Health Leadership team that they work alongside.**
- **A successful candidate will lead by example and live a healthy lifestyle.**

## **ACKNOWLEDGEMENT**

This job description is not meant to be all-inclusive. This position description is not a written or implied contract.

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Employee's Printed Name	Employee's Signature	Date
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Supervisor's Printed Name	Supervisor's Signature	Date
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