



### **Job Description: Health Worker (Trans Health Focus)**

Chicago Women's Health Center (CWHC) was established in 1975 as a feminist health collective. CWHC's mission is to facilitate the empowerment of women, trans people, and young people by providing access to health care and health education in a respectful environment where people pay what they can afford. All services are provided on a sliding scale and regardless of a client's ability to pay. CWHC values diversity, striving to represent the communities it serves and to be affirming of all identities and life experiences. CWHC's modified collective structure means that every member has input into major policy decisions and shares responsibility for the work of the organization.

CWHC's trans health services are a part of the Clinical Services Program. Services offered include gender-affirming hormone therapy using an informed-consent model and gender-affirming voice coaching.

#### **Position Description**

The Health Worker position is a part of CWHC's Clinical Services Program and directly participates in our non-hierarchical team approach to health care provision. A Health Worker provides one-on-one health screenings, health education and client follow-up in reproductive and sexual health as well as gender-affirming hormone therapy. The responsibilities are performed using a model of care that supports client autonomy and partners with clients in addressing their healthcare needs. Health Workers work in close collaboration with our nurse practitioner team in all aspects of clinic services. Any Health Worker position may encompass additional responsibilities in reception, general client follow-up and clinic administrative systems.

The person in this position will start at 30 hours per week, and hours are expected to increase to 32 per week once training is complete. The full Health Worker training lasts 6 to 8 months. Additional hours are considered based on changing program needs. The position will evolve as experience is gained, with opportunities to take on increased responsibility and leadership roles within the Clinical Services Program and within the organization more broadly.

Given the length of training period, CWHC requests a minimum three-year commitment to the organization.

#### **Primary Responsibilities:**

*As a member of Clinical Services, provide direct client services to women, trans and gender non-conforming clients in reproductive and sexual health and gender-affirming hormone therapy (67%):*

- Provide basic health screenings.
- Collect lab specimens and perform phlebotomy.
- Provide culturally appropriate and accessible health education and information.
- Partner with clients to assess healthcare needs, providing resources and referral.
- Provide clients with tools for self-advocacy within the existing healthcare system.
- Assist physicians with advanced gynecology procedures.

- Maintain Basic Life Support (CPR) certification.

*Additional responsibilities in Clinical Services (33%):*

- Reception responsibilities: Greet and check-in clients, answer phones, schedule appointments, direct calls to appropriate CWHC staff and outside referrals and maintain reception systems.
- Communicate with clients about lab results, care plans and client concerns
- Participate in other clinic systems and duties as assigned related to client care, quality assurance, insurance and billing.

**Collective Involvement:**

- Join ad-hoc committees as needed (based on interest and/or specific skill set or position)
- Review meeting minutes from all programs, to stay informed about health center activities
- Provide feedback in the interest of improving health center services and culture
- Participate in annual budget assessment process
- Support CWHC through events attendance and community networking
- Attend, actively participate, and vote in Collective Meetings (1 retreat and 3 meetings per year)

**Qualifications:**

- Satisfactory completion of comprehensive Health Worker training upon hiring.

**Skills:**

- Fluency in Spanish and English strongly preferred.
- Excellent communication and organization skills.
- Lived, volunteer, or paid experience working with underserved communities, particularly transgender communities.
- Self-responsibility and time-management skills.
- Proficiency with computer-based applications, including Microsoft Excel.
- Attention to detail.
- Systems thinker.
- Well organized.
- The ability and desire to work effectively in a collective environment.
- Desire to grow into leadership roles within the Clinical Services Committee.

**Essential Job Functions:**

According to the Equal Employment Opportunity Commission (EEOC), essential functions are the basic duties that an employee must be able to perform, with or without reasonable accommodation. This is intended to describe the general nature and level of work being performed. This is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.

**Physical requirements:** Some activities of this position include frequent walking, standing, sitting, manual dexterity, near acuity vision, ability to distinguish color, ability to palpate, and hearing.

**Communication requirements:** Communication expected of the Health Worker includes writing, speaking, hearing, and dealing with the public in English. Confidentiality and privacy laws must be followed.

**Cognitive requirement:** Cognitive requirements for Health Workers include reading, writing, simple arithmetic, math reasoning, measuring, and reviewing lab reports in English.

Working environment/safety: The work environment is indoors in an open office. The clinic is subject to frequent interruptions and at times, irregular hours. Occasional pressure due to multiple calls and inquiries exists. There are mechanical, electrical, chemical, and infectious material hazards in existence. Safety for the Health Worker is provided in the form of personal protective equipment and barrier precautions.

**Benefits:**

This position is initially 30 hours a week with the possibility of expanding hours as described above. The position is eligible for medical benefits, paid time off, and holidays. The pay rate is \$21 per hour.

**To Apply:**

Please send cover letter and resume to [CWHChiring@chicagowomenshealthcenter.org](mailto:CWHChiring@chicagowomenshealthcenter.org) Applications will be accepted on a rolling basis until the position is filled. The anticipated start for this position is January 2025. Changes or extensions to application deadlines will be updated on our website ([www.chicagowomenshealthcenter.org](http://www.chicagowomenshealthcenter.org)).

*CWHC is an equal opportunity employer and is committed to creating a workplace free from discrimination. No one will be denied opportunities or benefits based on age, color, race, sex, national origin, religion, marital status, sexual orientation, gender identity, gender expression, political belief, or disability, either visible or invisible. People of all backgrounds, particularly people of color and trans/gender expansive individuals, are encouraged to apply.*