

**POSITION TITLE:** Call Center Community Health Workers (4 Positions)  
**TERM:** Part-time, Temporary Contract – March 1, 2022-February 28, 2023  
(Potentially Renewable)  
**REPORTS TO:** Illinois Unidos Call Center Manager (with support from the Illinois Unidos  
Director of Community Engagement and Program Manager)  
**SALARY:** 15-20 hours per week / \$20 per hour  
(May not exceed \$20,800 for year contracted; no benefits)

**COALITION OVERVIEW:** Illinois Unidos is a growing coalition of the State of Illinois’ Latino elected and appointed officials, health professionals, academics, and representatives of community-based organizations. The coalition aims to present a share vision and united voice in calling for an equitable COVID-19 response and recovery for the state’s Latinx community. While its leadership and members will continue to donate their time, the crisis response requires staff support to ensure strategic and timely coordination of services to addressing related public health issues and the devastating economic impact of COVID-19.

**COALITION GOALS:** Drive equitable COVID-19 response and recovery of the state’s Latinx community.

The overall Illinois Unidos goals are to:

1. Conduct timely community outreach and engagement to disseminate educational materials and other resources on the consequences of COVID-19 and the benefits of the vaccine;
2. Mitigate the spread of COVID-19 and address vaccine hesitancy by working with community partners, organizing and supporting vaccine drives and using a multi-generational approach to maximize the coalition’s effectiveness and engagement with Latino families;
3. Provide a community-grounded, socio-ecological perspective that informs the public policy process, and places targeted focus on systemic issues affecting health, educational, and economic inequities; and,
4. Develop Illinois Unidos organizational infrastructure.

**THE ILLINOIS UNIDOS CALL CENTER:** The Illinois Unidos Call Center will navigate the Latinx community to essential culturally responsive community resources to support quality health and well-being.

**THE CALL CENTER STAFF ROLE:** The Illinois Unidos Call Center Staff will provide respond to calls and requests from community members and community partners regarding resources and supports of need. Staff members will be CHW / promotor de salud trained to address the needs of Latinx communities affected by COVID-19 in fulfillment of the consortium’s mission. The Call Center staff will report to the Call Center Manager.

The successful candidate will:

- Be a motivated self-starter who exhibits a deep commitment to our mission;
- Experience interacting with the Latinx community to provide health education;
- Promote a culture of collaboration, equity, and inclusion;
- Stay informed on COVID-19 updates;
- Serve as a liaison to community members and community partners;
- Have strong interpersonal, management, and communication skills.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

- Respond to requests from community members to address their resource and support needs.
- Become knowledgeable about the Call Center protocols and pathways.
- Demonstrate a working knowledge of local community services.
- Report gaps in the resources and other community needs to the manager.
- Build and maintain strong relationships with community partners to promote the Call Center services and navigate community resource needs.

**PROFESSIONAL QUALIFICATIONS:**

- Minimum of two years of CWH experience or related position working in the Latinx community to address health, education, and resource needs.
- A CHW certification from an accredited college or program is not required, but preferred.
- Knowledgeable about community health worker initiatives, models, and resources.
- Ability to engage and work with diverse audiences.

**JOB KNOWLEDGE, SKILLS, AND ABILITIES:**

- Basic organizational, problem-solving, and time/project management (e.g., scheduling) skills.
- proficiency in the Microsoft Office suite of applications (e.g., Word, Excel).
- Experience and comfort using the internet.
- Ability to work effectively in a team environment.
- Ability to communicate the Illinois Unidos' vision and mission to key constituents.
- Spanish-speaking and Spanish and English bilingual candidates.

**WORK ENVIRONMENT:**

This is a hybrid position while most of the work will be conducted remotely the employee may need to engage in some in person activities. Illinois Unidos will provide access a computer with internet access as well as equipment to manage calls and communications for the Illinois Unidos Call Center.

Interested candidates should send a letter of interest and resume to: [illinoisunidos@gmail.com](mailto:illinoisunidos@gmail.com).