

## **JOB DESCRIPTION: COVID-19 Community Health Outreach Worker (CHOW)**

**Time period:** This role is a temporary, part-time or full-time position that will last 4 weeks, starting October 5 – November 2<sup>nd</sup>.

**Salary:** Hourly rate \$22-24 an hour/40 hours per week

### **Roles and Responsibilities**

#### **Role:**

(1)To outreach to people who are experiencing homelessness in San Francisco's District 6 (Tenderloin, South of Market, Mission) to provide pre-test education about COVID testing;  
(2)to accompany mobile testing teams on Oct 10-11 to support testing people experiencing homelessness for COVID where they are living in unsheltered locations;  
(3)to provide care and linkages to services for people experiencing homelessness who test positive for COVID-19 in the community.

The COVID-19 Community Health Outreach Worker (CHOW) will also provide isolation and quarantine (IQ) options and health education to clients who test positive for COVID-19 in the community. If the client declines an IQ hotel site, the CHOW will collaborate with the client to create a self-isolation support plan that will allow them to safely isolate in place while providing daily health education and symptom checks to mitigate the spread of COVID-19 in the community.

#### **Responsibilities:**

Job duties may include the following:

#### ***ALL CLIENTS WHO TEST POSITIVE FOR COVID-19:***

1. Attend training for community health outreach workers
2. Work with a team and independently
3. Provide outreach and pre-test education and counseling about mobile testing procedures to people experiencing homelessness
4. Accompany mobile COVID testing teams to support testing event on Oct 10-11
5. After testing event, the CHOW may be involved with results disclosure by locating COVID-19 positive clients in the community.
  - They will provide education about IQ sites. May use motivational interviewing techniques.
  - They will refer clients to IQ sites (when the client is willing)
6. Provide education about COVID-19 symptoms and transmission
7. Provide harm reduction in the age of COVID-19 education. Use approved handouts as teaching tools.

#### ***WHEN CLIENTS TEST POSITIVE FOR COVID-19 AND DECLINE IQ HOTEL:***

8. Provide short term case management for COVID-19 positive client in the community and collaborate with client to create a self-isolation support plan:
  - Identify material needs (i.e. water, tent, cleaning materials, masks, hand hygiene supplies, food, prescription medications, etc.)
  - Identify upcoming appointments that can be postponed
  - Identify other interpersonal needs that will come up during isolation period (i.e. addiction medicine consults, visiting family, picking up check, etc.)
  - Offer pass the time materials (crossword, coloring books, etc.)
  - Provide 3 meals per day and other needed items to support
9. Collaborate with DPH DOC Outbreak Management Branch (OMB) outreach lead to obtain and deliver material needs to client, including prescription and over the counter meds.
10. Perform daily symptom and temperature and communicate results with DPH DOC OMB clinical and outreach lead.
  7. Work with DPH DOC OMB outreach lead and DPW for garbage pick-up and to coordinate delivery of portable toilets and handwashing stations.
  8. Keeps daily logs and narratives of work performed as directed.
  9. Reviews post-discharge housing and health care possibilities, may assist to connect client with primary care, case management and housing opportunities.

**Knowledge, skills, and attitude:**

The COVID-19 CHOW should be familiar with the community and working with people experiencing unsheltered homelessness. The person should have strong interpersonal and communication skills and an open, friendly, accommodating attitude. The CHOW should know or be willing to learn about COVID-19 transmission and risk reduction strategies. CHOW should be well-versed in harm reduction principles and trauma informed care. Knowledge of psychosocial resources in San Francisco is preferred.

The CHOW will utilize safety principles that model risk reduction (i.e. wearing face covers or masks and other PPE, social distancing and handwashing). The risk reduction strategies being implemented by the CHOW will be not only for the COVID-19 positive client, but for the community at large. Willingness to attend training to gain case investigation and contact tracing training is desired.

**Special conditions:**

1. Exposure to COVID-19 positive clients.
2. May require unescorted field work.
3. The ability to lift and carry objects, such as a case of water may be necessary.