

Epilepsy Foundation New England

Job Title: Client Services Specialist / Community Health Worker

Reports To: Care Management Coordinator / CDC Grant Team Lead

Location: Hybrid position: Massachusetts General Brigham (MGB)

Employment Type: Full-time/ Until September 30, 2026.

Position Summary

The Client Care Specialist / Community Health Worker (CHW) plays a vital role in connecting individuals and families affected by epilepsy to needed resources, education, and support. Working a hybrid schedule including onsite at Massachusetts General Brigham (MGB), this position bridges the gap between medical care and community-based support, helping clients navigate the challenges of living with epilepsy. The CHW will collaborate closely with healthcare teams, EFNE's Programs and Services Staff and the broader epilepsy community to improve quality of life, reduce health disparities, and strengthen community engagement. This role is part of EFNE's CDC-funded Epilepsy Support and Care Coordination Initiative.

Key Responsibilities

Client Support and Navigation

- Serve as a liaison between hospital care teams and EFNE, connecting patients and families to community resources and support services.
- Provide education and peer support to individuals and caregivers about epilepsy management, self-advocacy, and available EFNE programs.
- Help clients access social services, financial assistance, transportation, housing, mental health support, and other needs affecting health and quality of life.
- Conduct needs assessments and follow up with clients to ensure services and supports are effectively meeting their goals.

Community Health and Outreach

- Partner with clinicians, social workers and others to identify and engage patients who may benefit from EFNE programs and services.
- Facilitate educational workshops, support groups, and community health events focused on epilepsy awareness and management.
- Participate in community outreach efforts to raise awareness about epilepsy and EFNE's programs.
- Document all client interactions, referrals, etc.
- Contribute to reporting requirements for the CDC grant and internal performance metrics.
- Maintain confidentiality and adhere to HIPAA and EFNE privacy standards.

- Build strong working relationships with hospital staff and community partners to enhance care coordination.
- Participate in regular supervision, team meetings, and professional development opportunities.

Qualifications

Required:

- High school diploma or equivalent; associate or bachelor's degree in health, human services, or related field preferred.
- Certification or eligibility as a Community Health Worker (CHW) in Massachusetts.
- At least one year of experience working in a community health, care coordination, social services, or related setting.
- Strong interpersonal skills and cultural humility; ability to build trust with diverse individuals and families.
- Comfort working in hospital and community settings.
- Excellent organizational and communication skills, both written and verbal.
- Ability to work independently, manage multiple priorities, and maintain confidentiality.
- Experience or strong interest working with older adults.

Preferred:

- Experience working with individuals affected by epilepsy, neurological conditions, or chronic illness.
- Familiarity with Massachusetts social service systems and community resources.
- Bilingual in English and Spanish or another language commonly spoken in the community served.

Work Environment and Schedule

Hybrid schedule with onsite requirements at Massachusetts General Brigham with travel between EFNE office in Lowell and community locations as needed.

Occasional evening or weekend work may be required for community events, including camps and educational events.

Compensation and Benefits

\$30/Hour. Comprehensive benefits package including health, dental, and vision insurance; retirement plan; paid time off; and professional development opportunities.

About the Epilepsy Foundation New England

Epilepsy Foundation New England (EFNE) serves more than 100,000 people living with epilepsy across Massachusetts, Vermont, New Hampshire, Maine, and Rhode Island. We provide direct services, advocacy, education, and support to individuals and families affected by epilepsy, helping them live full and empowered lives.