



COMMUNITY OUTREACH WORKER JOB DESCRIPTION

Job Title: Community Outreach Worker

Job Code: PH270COVID

Pay Grade: EH

Effective Date: October 2007

FLSA: Non-Exempt

Revision Date: July 2019

NATURE OF WORK

Under close supervision, promotes community awareness of Public Health issues; presents health information including food risk education and performs a variety of clerical functions in support of departmental operations.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists in planning, organizing, and conducting community outreach programs, community events, workshops, conferences and discussion groups to promote health education, risk reduction and healthy behaviors according to Federal and State guidelines.
- Collects and receipts payments for County fees, permits, vital records, immunizations, water testing, food handler cards, and food permits and/or records requests.
- Assists customers at the counter and by phone; responds to public inquiries and education regarding health and departmental programs, healthy behaviors and on community services, policies, process, and procedures available through Public Health Department and other community resources.
- Assists in preparing program applications, and distributing brochures, flyers, posters, and other materials for health promotion activities to the public, community agencies, and support groups.
- Prepares and delivers presentations to at-risk clients on assigned health topics.
- Assists in compiling and maintaining records, reports and statistical information.
- Maintains absolute confidentiality of work-related issues, personnel records and County information; complies with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended, and HIPAA policies and procedures.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and off-site environments, work involves light physical demands and frequent use of a personal computer.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent; AND one (1) year of experience in customer service and/or office work.

A valid Driver's License is required. Specific technical training and certifications may be required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Applicable policies, procedures, and regulations covering public health programs.
- Principles of record keeping and records management.
- Business and personal computers, and standard software applications.
- Cash handling principles and practices.

- **Skills in:** Presenting Public Health information to at-risk clients and the public.
- Interacting with people of all social, economic, cultural, and ethnic backgrounds.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with co-workers.
- Following verbal and written instructions.