



COMMUNITY OUTREACH WORKER JOB DESCRIPTION

Job Title: **Community Outreach Worker**

Job Code: **PH270**

Pay Grade: **115**

Effective Date: **October 2007**

FLSA: **Non-Exempt**

Revision Date: **March 2023**

NATURE OF WORK

Under close supervision, increases community awareness of public health issues; participates in community activities and outreach to raise awareness; provides education utilizing a defined curriculum; prepares health education materials; and promotes community resources.

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 and healthy behaviors.
- Assists in educating the public on health and healthy behaviors and on community services available.
- Assists in preparing public exhibits, and distributing brochures, flyers, posters, and other materials for health promotion activities to the public, community agencies, and support groups.
- Teaches classes or otherwise disseminates health information to school groups, community groups, families, or individuals in a manner consistent with cultural norms. Documents client service delivery in program reports as required.
- 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, including lifting up to thirty-five (35) pounds, and frequent use of a personal computer.

EMPLOYMENT STANDARDS:

High school diploma or GED equivalent; AND one (1) year of experience in a health, education, or community support program.

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.

Skills in:

- Presenting public health information to the public.
- Communicating with persons of diverse backgrounds both verbally and in writing using tact and diplomacy.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships.
- Following verbal and written instructions.
- Reasoning logically and exercising creativity.
- Working independently and as part of a collaborative team.
- Recalling, analyzing, organizing and prioritizing.
- Multitasking and dealing with stressful situations professionally.
- Using common sense approaches and making prudent and sound decisions.