



# COMMUNITY OUTREACH WORKER JOB DESCRIPTION

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|--------------------------------------------------|-------------------------------------|
| Job Title: <b>Community Outreach Worker</b>      |                                     |
| Dept./Division: <b>Community Services</b>        | Job Class Code: <b>1362</b>         |
| Pay Grade: <b>115</b>                            | PCN: <b>1362004</b>                 |
| FLSA: <b>Non-Exempt</b>                          | Effective Date: <b>October 2007</b> |
| Representation Status: <b>Teamsters Combined</b> | Revision Date: <b>August 2025</b>   |
| Reports To: <b>Community Services Manager</b>    |                                     |

## 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 the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.*

- 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 health 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.

**QUALIFICATIONS:**

**REQUIRED:** Education, experience, certifications, etc.

- 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.

**PREFERRED:** Education, experience, certifications, etc.

**COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):**

**Knowledge of:**

- Applicable policies, procedures, and regulations covering public health programs.
- Principles of records 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.

**Ability to:**

- Learn and follow County policies and procedures.

**Behaviors:**

- Regular, reliable attendance.
- Collaborate to effectively convey information, active listening, and engage in constructive dialogue.
- Adaptability, adjusting to changing needs, embracing new challenges.
- Initiative, proactively seeking solutions, taking ownership of tasks.
- Professionalism, professional demeanor, respectful communication, follow-through.

**Job Title: Community Outreach Worker**

**Job Class Code: 1362**

As the incumbent in this position, I have received a copy of this position description.

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Employee's Name

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Employee's Signature

Date