

ORANGE COUNTY CLASS SPECIFICATION

TITLE: COMMUNITY HEALTH OUTREACH WORKER (SPANISH/ENGLISH SPEAKING) **GRADE:** 10

TITLE ABBREVIATION: CHO WKR (SP/ENG) **TITLE NO.:** 6186

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: PUBLIC HEALTH **DIVISION:** COMMUNITY HEALTH OUTREACH

SUPERVISOR'S TITLE: COMMUNITY HEALTH OUTREACH COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing outreach, education, and case management services to clients through special programs developed from state grants. These special programs serve mainly, but not exclusively, an inner-city population which is primarily minority and includes undocumented residents from other countries. Incumbents in this class perform a variety of para-professional duties designed to assist both the community and the individual in making effective use of health and case management services. Incumbents must be fluent in both English and conversational Spanish in order to provide services to Spanish speaking clients. An incumbent in this position may be required to work flexible hours. Work is carried out according to grant guidelines and county and state regulations. Work is performed under the general supervision of the Community Health Outreach Coordinator. Supervision is not normally a feature of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Conducts door-to-door and street outreach to assigned target area residents, promotes Health Department's services to target area residents with regard to individual responsibilities and public health recommendations;

Provides case management services to clients by assessment of the health, social, environmental and safety needs of clients, development of a plan in conjunction with the clients; provision of appropriate referral and advocacy; monitoring and evaluating plan;

Provides education related to health, environmental and safety needs of target area residents;

Distributes various health devices to decrease the risk of disease and/or pregnancy as applicable to the target area residents;

Conducts preliminary interviews with target area residents to obtain data used for assessing program effectiveness and efficiency of service delivery or to make referral to appropriate medical or social provider;

Reviews referrals and cases with supervisor to ensure clients receive coordinated and appropriate services;

Advocates for clients to make community responsive to at-risk population;

Networks with appropriate community agencies to provide information on Community Health Outreach services;

Uses office equipment such as copiers, fax machines, scanners, and computer applications when performing tasks;

Completes required forms and reports both in writing and in database programs on a computer.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community resources within the community assigned; good knowledge of health and social agencies available to deal with community problems within the area of assignment; good knowledge of the attitude of the community and the health, social, and environmental problems related to the community assigned; working knowledge of Federal, State, and local Laws, codes, and policies concerning social and health problems; working knowledge of techniques involved in making case records; skill in interviewing; computer skill in the use of standard office applications such as word processing, e-mail, spreadsheets and database programs; ability to relate to others under stressful conditions; ability to read and understand moderately complex written information; ability to communicate effectively both orally and in writing; ability to demonstrate a working proficiency in Spanish; ability to make independent decisions; ability to work in a multicultural environment; good powers of observation and perception; initiative; tact; good judgment; strong interpersonal skills; physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Bachelor's Degree; OR
- (B) Completion of sixty (60) credit hours, including or supplemented by eighteen (18) credit hours in health science and/or health education; OR
- (C) Graduation from high school or possession of an equivalency diploma and one (1) year of experience working for a health, human service, or community agency providing information, informal education and/or referral assistance.

NOTES:

- Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.
- Incumbents must satisfactorily complete 15 hours of continuing education in community health topics approved by the New York State Department of Health within one year of appointment.

SPECIAL REQUIREMENTS: Must demonstrate the ability to speak, understand and write conversational Spanish.