

## ORANGE COUNTY CLASS SPECIFICATION

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

**TITLE ABBREVIATION:** SR CHO WRKR (SP/ENG) **TITLE NO.:** 6601

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

**DEPARTMENT:** HEALTH **DIVISION:** COMMUNITY HEALTH OUTREACH PROGRAM

**SUPERVISOR'S TITLE:** COMMUNITY HEALTH OUTREACH COORDINATOR

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves the coordination of specialized services from a variety of community agencies to clients in targeted areas of Orange County. The incumbent will locate clients based on references from County agencies and other sources, establish a network within the community based support organizations, and conduct personal outreach activities within the community. Incumbents are responsible to collaborate with providers in order to address individual health problems and carry out plans to meet individual problems including coordination of various programs as needed. 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 regulations. General supervision is received from the Community Health Outreach Coordinator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

1. Responds to referrals of assigned target area residents, promotes Health Department's services to target area residents with regard to individual responsibilities and public health recommendations;
2. Provides case management services to clients by assessment of the health, social, environmental and safety needs of clients, develops a plan in conjunction with providers of medical, environmental and social services as well as the clients, provides appropriate referral and advocacy, and monitors and evaluates plan to ensure objectives of plan are met;
3. Provides education related to health, environmental and safety needs of target area residents;
4. 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;
5. Reviews referrals and client plans with supervisor to ensure clients receive coordinated and appropriate services;
6. Advocates for clients to make community responsive to at-risk population;
7. Networks with appropriate community agencies to provide information on Community Health Outreach services;

8. Completes required forms and reports;
9. May inform primary care provider of current recommendations for children relative to lead poison screening;
10. May review immunization records for compliance to current immunization recommendations;
11. May distribute various health devices to decrease the risk of disease and/or pregnancy as applicable to the target area residents;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the social and psychological factors influencing medical care; good knowledge of the procedures required to provide communicable and other disease control, injury prevention, and environmental intervention; 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 the control of communicable and chronic diseases, injury prevention, and required corrective action for environmental risk; working knowledge of other Laws, Codes, and Programs relating to the provision of Human Services; working knowledge of techniques involved in making case records; skill in interviewing; ability to demonstrate working proficiency in conversational Spanish; ability to relate to others under stressful conditions; ability to read and understand moderately complex written information; ability to analyze obtained information and determine its pertinence to medical care related to control of communicable and chronic diseases, injury prevention, and required corrective action for environmental risk; ability to communicate effectively both orally and in writing; good powers of observation and perception; initiative; tact; good judgment; physical condition commensurate with demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Completion of sixty (60) credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years experience with a health, human service, or community agency providing information, informal education and/or referral assistance to the public; OR
- B. Graduation from high school or possession of an equivalency diploma and four (4) years experience as described above.

**NOTE:** Possession of a valid driver's license.

**NOTE:** Ability to speak, understand and write conversational Spanish will be evaluated during probationary period.

ADOPTED: 3/19/94 cfw  
REVISED: 4/10/96 cfw  
REVISED: 9/2/03 MF

REVISED: 12/20/04 ms  
EEO CODE UPDATE: 7/19/12