

## COMMUNITY OUTREACH SPECIALIST

### NATURE OF WORK

This is health and human service work providing total outreach and advocacy to specified target group members.

Work involves responsibility for client case management including assessment, planning, advocacy, and follow-up; participating as a member of a health team to support clients with identified needs; networking with community agencies and developing outreach contacts in support of clients. Work also involves participating in departmental task forces, staff meetings, community groups, and/or advisory councils; and accepting public speaking requests regarding program services and/or available community services. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences, and effectiveness of services provided.

### EXAMPLES OF WORK PERFORMED

Provides information and referral, counseling, short-term case work, and case management services; case management responsibilities may include home visits to pregnant women and women with newborns; providing transportation and accompanying clients to medical and other community services when needed; maintaining up-to-date health assessments and progress notes on clients.

Speaks and transcribes language to non-English speaking clients, if required by the position to which assigned.

Works closely with public health nurses and the medical community to provide comprehensive health care.

Maintains contact with professionals of various health and human service agencies to determine client eligibility for services, assesses the case needs of each client, assists families in crisis or emergency situations as needed, and intervenes to ensure safety of clients in abusive situations.

Serves as certified Breastfeeding educator, provides parenting education, works with expectant mothers up to and through the birth of their child, and conducts presentations on health topics as requested, if required by the position to which assigned.

Provides health education to pregnant women and women with newborns.

Provides health education to individuals with chronic medical conditions.

Provides intervention assistance and/or referral in domestic violence and child abuse situations and refers to organizations such as Friendship Home, American Red Cross, and Rape Spouse Abuse Crisis Center.

Provides intervention assistance and/or referral in substance abuse situations and assists individuals and families in obtaining mental health services, substance abuse treatment, education, and prevention services.

Compiles statistics and maintains records on client program participation and maintains confidential client records and case files.

Performs related work as required.

#### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of sociological and behavioral factors influencing the behavior and attitudes of target group members relative to program to which assigned.

Knowledge of health and human service agencies in the community as well as the services provided by those agencies.

Knowledge of current health and human service rules and regulations as they apply to the clients being served.

Ability to establish and maintain effective working relationships with clients, co-workers, health and human service agencies, and the general public.

Ability to obtain certification as a Lamaze-trained childbirth educator, if relative to program to which assigned.

Ability to influence and persuade clients to seek and accept services available.

Ability to maintain routine records pertaining to participant utilization of services as well as to prepare summaries and reports of utilization data.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent and six months of experience with local, state, and federal assistance programs including health care and social service systems; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

#### NECESSARY SPECIAL REQUIREMENTS

Proficiency in translating and speaking the language of the minority population to which assigned, if required by the position to which assigned.

Certification as a Breastfeeding educator prior to completion of the probationary period, if required by the position to which assigned.

Possession of a valid driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.

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