

Community Outreach Specialist

Definition:

Under supervision, to assist professional and administrative staff in the development and coordination of community service programs aimed at meeting the needs of designated populations; to work in the community by collecting data and compiling reports; to serve as a community and school liaison; and to provide education and paraprofessional counseling and outreach to specific communities and individuals.

Distinguishing Characteristics:

The Community Outreach Specialist is the specialized level of Community Worker. Incumbents in the Community Outreach Specialist classification assume a full range of support duties common or unique to the activities of the assigned health services or other outreach functions and are characterized by their primary responsibility to work with community organizations and groups for the purpose of identifying unmet needs of designated populations. The Community Outreach Specialist is further characterized by its responsibility to provide education and information to the designated populations. Responsibilities may also include functioning as a lead over other staff and/or volunteers, depending upon the nature of the assignment.

Typical Tasks:

- Work with established community agencies and groups to identify unmet needs of designated populations in the area served; assist in planning services to meet those needs and avoid duplication of services;
- Provide information to agencies and groups which represent the community on programs and services of the department and other agencies and on related laws and regulations;
- Through outreach activities, locate designated populations and provide them with preventive education, referral and paraprofessional counseling;
- Refer individuals and groups to appropriate agencies as needed;
- Develop and maintain cooperative working relationships with all community agencies and groups providing services relevant to assigned program area;
- Maintain contact with members of the community served;
- Collect data through field documentation and other methods to identify specific needs of the designated population;
- Interpret community needs and cultural patterns of persons in area served to departmental professional and administrative staff;
- Assist with client recruitment;
- Meet regularly with supervisor, attends staff meetings and in-service meetings;
- Prepare written reports;
- Attend on-the-job training sessions;
- May assist and facilitate scheduling and registration of clients;
- May assist clients in completing health history;

- May assist in maintaining and assembling medical records for a mobile health center vehicle;
- May screen clients for determining eligibility for various government programs;
- May drive a mobile health center vehicle to and from various community locations;
- May perform routine vehicle safety checks, identify vehicle maintenance needs, and arrange for vehicle servicing and maintenance;
- May monitor the inventory of supplies in a mobile health center vehicle and ensure the restocking of supplies; inspect the various equipment in the vehicle such as, medication refrigerators, specimen storage units generator, heating/cooling system, and initiate the repairs of equipment as needed;
- May conduct human immunodeficiency virus (HIV), hepatitis B virus (HBV) and hepatitis C virus (HVC), and other sexually-transmitted diseases (STD) testing;
- May organize, assist and or participate in a variety of workshops and conferences for the purpose of providing education and information on services available;
- May act as a lead worker over subordinate staff;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as required.

Employment Standards:

Sufficient education and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The knowledge and abilities required to perform this function are acquired through training and experience equivalent to completion of 60 semester college units;

AND

One (1) year of experience providing education and para-professional counseling and outreach to specific communities and individuals, including collecting data, compiling reports, and serving as community and school liaison comparable to Mobile Outreach Driver in the County of Santa Clara.

Special Requirements:

- Some positions may be required to conduct HIV and STD testing.
- Specialized program knowledge such as, HIV, tuberculosis (TB), teen pregnancy, sexually transmitted infections (STI), violence, and/or other social and environmental conditions and how they relate to specific populations may be required in addition to the generalized program experience in circumstances where it is necessary for the successful operation of the specialized program.
- Possession of a valid California Driver's License prior to appointment and the ability to qualify for and maintain a County driver's authorization. Some positions may require possession of a California Class B Driver's License. Experience in the operation of a

large vehicle is desirable. Successful completion of a training program in the driving and maintenance of a mobile health center vehicle is required for some positions.

Knowledge of:

- Local community agency programs and services that are appropriate for meeting the needs of designated populations or communities identified by the program;
- The needs, beliefs and attitudes of various designated populations and communities;
- Community conditions in the places where designated populations may live, work, learn and play;
- Traffic laws, regulations and methods of safe vehicle operation;
- General departmental procedures and policies;
- General knowledge of related laws and regulations.

Ability to:

- Provide paraprofessional counseling and health education to individuals or families;
- Work cooperatively and collaboratively as part a team;
- Interpret departmental programs and policies to representatives of community agencies and groups;
- Develop and maintain cooperative relationships with community groups and agencies, as well as administrators and professional staff of other organizations or agencies;
- Maintain confidentiality of information about clients/patients;
- Establish rapport with clients/patients;
- Analyze clients', residents' and community's conditions and strengths, and cooperatively develop solutions;
- Assist in planning programs of moderate complexity;
- Understand and follow oral and written instructions;
- May require the ability to drive and monitor the maintenance of a mobile health center vehicle.

Rev – 8/27/2018 – SM
(Formerly titled Community Health Outreach Specialist)
Rev - 4/24/2017 – PC
(Formerly titled Public Health Community Specialist)
Rev – 8/1992 - FVU