

Community Health Outreach Worker – COVID

Job Description



Department: Health
Position: Career Service
Grade: 719
Supervisory: No
Reports to: Nurse Supervisor or Bureau Director

Summary

Under general guidance and direction of a Nurse Supervisor or Bureau Director, performs community outreach activities to serve as a bridge between the community and health and social resources. Facilitates access to services and improves the quality and cultural competence of service delivery. Incumbents must understand the barriers the communities face and existing relationships with community partners. Incumbents will use their knowledge and ability to connect members to resources and information and will mobilize and lead their communities in times of crisis.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Collect and compile information related to resources, community needs, and organizational needs for program development, reporting, and evaluation.
2. Promote services within the community by establishing relationships with local schools, service providers, community groups, churches, age-specific programs, and others.
3. Reinforce information and education regarding Utah's basic COVID-19 protocols on prevention, quarantine/isolation, and care.
4. Coordinate and deliver supplies to patients in isolation/quarantine, as needed.
5. Assist with locating hotspots for mobile COVID-19 testing sites and promote/support testing; travel to hotspot locations, as needed.
6. Assist with identifying vulnerable communities/areas; identify barriers and provide necessary support to infected individuals.
7. Monitor community needs and gaps in services; coordinate with community agencies to help close these gaps.
8. Maintain working knowledge of state, county, and local resources.
9. Comply with HIPAA regulations.
10. Maintain positive working relationships.
11. Perform other job duties as assigned.

For Office Use Only

Job Code: 5634

Job Title: Community Health Outreach Worker – COVID

FLSA: Non-Exempt

Effective Date: 9/18/2023

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

Knowledge, Skills, and Abilities

- Knowledge of health education theory and principles
- Knowledge of public health terminology, methodology, organization, and practices
- Knowledge of appropriate handling of protected health information (PHI)
- Skilled in interpersonal communication
- Ability to proficiently use common computer programs and spreadsheets
- Ability to communicate effectively, verbally and in writing
- Ability to establish and maintain cooperative relationships with those contacted during the course of work activities
- Ability to communicate and interact with individuals from diverse social, economic, and ethnic backgrounds in a professional manner
- Ability to express cultural awareness
- Ability to serve at a COVID-19 testing site and travel to specific hotspot locations within the local health district
- Ability to operate standard office equipment
- Ability to understand and follow clear instructions
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment, such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work may expose the incumbent to contagious or infectious diseases.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee frequently drives a motor vehicle.

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Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Experience working with community members and community-based organizations.

Preferred Education and Experience

1. Preference may be given to applicants who have a bachelor's degree in Community Health, Health Promotion, Public Health, or a related field.
2. Preference may be given to applicants who are bilingual in English and Spanish.

Additional Eligibility Qualifications

1. Applicants must possess a valid Utah driver's license.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants may be required to receive certain immunizations according to the Center for Disease Control and Prevention (CDC) and/or Utah County Health Department Policies.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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