



Community Health Outreach Worker – Home Visitation

Job Description

Department: Health
Position: Career Service
Grade: 719
Supervisory: No
Reports to: Bureau Director - Nursing

Summary

Under general guidance and direction of the Bureau Director - Nursing, provides health education and community outreach activities through home visits, group connections, and individual presentations. Facilitates access to services, as needed. Incumbents use their knowledge and ability to connect families to resources and information.

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; coordinate with supervisor to review appropriate resources and services.
2. Monitor community needs and gaps in services; coordinate with community agencies to help close these gaps.
3. Assist with identifying vulnerable communities and areas; identify barriers and provide necessary support to individuals and families, as needed.
4. Determine appropriate needs, resources, and services for families; interview families and conduct monthly home visits; complete required assessments and make appropriate referrals, as needed.
5. Function as a parent educator; educate families on health issues; conduct classes following Parents as Teachers (PAT) guidelines and evidence-based programs under the direction of a Nurse Supervisor.
6. Maintain accurate records of home visits in appropriate database; query database to gather data necessary for client reports, as required by home visitation programs.
7. Disseminate general health education information for various Utah County Health Department (UCHD) nursing programs.

For Office Use Only

Job Code: 5143

Job Title: Community Health Outreach Worker –
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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

8. Refer difficult cases or situations to supervisor for further direction or for a change in case management.
9. Make appropriate medical and dental referrals under supervision of a registered nurse.
10. Attend regular staff meetings, in-service training, and other meetings, as required.
11. Serve as client advocate, as needed.
12. Coordinate public relations activities, as needed.
13. Maintain working knowledge of state, county, and local resources.
14. Comply with HIPAA regulations.

Knowledge, Skills, and Abilities

- Knowledge of department policies, procedures, and standards
- Knowledge of PAT policies, procedures, and standards necessary to maintain program fidelity
- Knowledge of laws relevant to work performed
- Knowledge of the dynamics of child abuse, neglect, and domestic violence
- 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 the proper use of grammar, spelling, and punctuation
- Skilled in teaching concepts concerning families and child development
- Skilled in interpersonal communication
- Ability to follow HIPAA guidelines
- Ability to develop and document goals with families
- Ability to customize visits with families based on the PAT plans and curriculum
- Ability to complete developmental screenings on children, including a comprehensive health review
- Ability to communicate effectively verbally and in writing
- Ability to respond appropriately to psycho-social issues
- Ability to establish and maintain cooperative working 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 coordinate multiple tasks efficiently and effectively
- Ability to understand and follow clear instructions
- Ability to relate to parents and children

Supervisory Responsibility

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

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Work Environment

Work is performed in an office, family home, or other community setting. This role routinely uses standard office equipment, such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work occasionally exposes the incumbent to high-stress situations, including contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. Work may expose the incumbent to contagious or infectious diseases. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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. The employee typically sits at a desk and is regularly required to stand, talk, walk, or stoop. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color and patterns. The employee is occasionally required to type, file, and lift supplies up to thirty (30) pounds. The employee regularly drives a motor vehicle.

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. Two (2) years of supervised work experience with young children and/or parents.
3. One (1) year of work experience that includes reporting and client services activities.
4. Equivalent combinations of education and experience may also be considered.

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.

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Additional Eligibility Qualifications

1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
2. Selected applicants must complete PAT national training.
3. Selected applicants must complete competency-based professional development and training and renew certification with the national office annually.
4. Selected applicants will be required to submit to a pre-employment drug screen and background check.
5. Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department policy.

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.

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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