



# Community Health Outreach Worker II – Home Visitation

## Job Description

Department: Health  
Position: Career Service  
Grade: 720  
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, including monthly meetings to review information entries in databases and determine appropriate resources and services.
2. Enter client data and screenings into the Home Visiting Data model and Brookes Online System within 3 business days of each visit.
3. Administer and complete all required client assessments and screenings within established home visitation model and funding guidelines; maintain a minimum "visit completion" percentage of eight-five (85) percent on a monthly basis and overall, for the preceding twelve (12) month period.
4. Use assessment results to ensure families receive appropriate education, services, and referrals according to their needs.
5. Actively participate in Continuous Quality Improvement (CQI) projects, including collecting and providing data within specified timeframes, and supporting the implementation of program enhancements.

### For Office Use Only

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Job Title: Community Health Outreach Worker II  
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FLSA: Non-Exempt

Effective Date: 7/17/2025

Public Safety: No

Worker's Compensation: County

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

6. Serve 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.
7. Maintain accurate records of home visits in designated database; query database to gather data necessary for client reports, as required by home visitation programs.
8. Disseminate general health education information for various Utah County Health Department (UCHD) nursing programs.
9. Refer difficult cases or situations to supervisor for further direction or for a change in case management.
10. Make appropriate medical and dental referrals under supervision of a registered nurse.
11. Attend regular staff meetings and other meetings, in-service and required training, and complete yearly requirements to maintain home visitor certifications, as required.
12. Serve as client advocate, as needed.
13. Coordinate public relations activities, as needed.
14. Maintain working knowledge of state, county, and local resources.
15. Comply with HIPAA regulations.
16. Respond to public health emergencies as required by the department or division administration; carry provided communication device or other emergency equipment at all times, both during work and when unavailable by phone.
17. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.
18. During times of emergency or pandemic, job duties may be modified as needed and may be significantly different from primary duties.

### **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 organize time efficiently to enter data into two or more required databases
- Ability to learn and proficiently utilize two or more databases
- Ability to develop and document goals with families

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- 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 serves as a coach, mentor, and trainer for other positions in the department.

### **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.

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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. Bachelor's degree in public health, social work, human services or health related field.
2. One (1) year of work experience in data entry.
3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

1. Preference may be given to applicants who are bilingual in English and Spanish.

**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.

**Career Ladder Advancement**

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

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**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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