



# Home Visitation Community Outreach Specialist

## 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 coordinate services between healthcare agencies, the community, and Utah County Health Department's (UCHD) home visitation program. Promotes the UCHD home visitation program in the community, at health fairs, and at healthcare provider offices. Builds and maintains relationships with community partners and connects clients to resources. Performs clerical and data entry support and assists the nursing staff with other duties, as required.

### Essential Functions

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

1. Receive, screen, and direct incoming phone calls; assist visitors and callers by providing information and directing them in correct processes; provide initial response to questions, complaints, or problems following established communications and information sharing policies and procedures; direct questions to program staff, as needed.
2. Collect and compile information related to resources, community needs, and organizational needs for program development, reporting, and evaluation.
3. Promote services within the community; establish and maintain relationships with local healthcare providers, hospitals, community agencies, programs for first-time and young mothers, and others.
4. Assist with identifying vulnerable communities/areas; identify barriers and provide necessary support to qualifying individuals.
5. Monitor community needs and gaps in services related to maternal/child needs; coordinate with community agencies to help close these gaps.
6. Maintain working knowledge of state, county, and local resources.
7. Abide by program, UCHD, and County policies and procedures.

### For Office Use Only

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Job Title: Home Visitation Community Outreach Specialist

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. Assist clients with completing the Medicaid enrollment process, as needed.
9. Participate in community coalition and group activities; assist with planning and implementing monthly group connection meetings and quarterly Community Advisory Board (CAB) meetings.
10. Participate in quality improvement efforts; assist with reviewing client records; assist with standardization of processes and reducing variation.
11. Comply with patient privacy regulations, including adherence to the Health Insurance Portability and Accountability Act (HIPAA).
12. Coordinate student nursing schedules with home visitation nurse's schedules as needed.
13. Complete clerical duties, as required; perform record keeping, correspondence, inventory of supplies, and other related duties.

### **Knowledge, Skills, and Abilities**

- Knowledge of laws relevant to work performed
- Knowledge of community health issues
- Knowledge of public health terminology and practices
- Knowledge of appropriate handling of protected health information (PHI)
- Skilled in utilizing computer programs relevant to work performed
- Skilled in the proper use of grammar, spelling, and punctuation
- Skilled in teaching concepts relevant to home visitation programs
- Skilled in interpersonal communication
- Ability to establish rapport and maintain cooperative working relationships with clients, co-workers, supervisors, community agencies, healthcare providers, and others
- Ability to enter data and provide clerical services for home visitation program in a timely manner
- Ability to perform program support tasks, as assigned
- Ability to communicate effectively, verbally and in writing
- Ability to communicate and interact professionally with individuals from diverse social, economic, racial, and ethnic backgrounds
- Ability to assist with coordinating nursing students' schedules
- Ability to lead discussions, activities, and conduct presentations for large and small groups
- 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.

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**Work Environment**

This job operates in a professional office environment. Work requires frequent contact with the public, which exposes incumbent to others' illnesses and to possible high-stress or dangerous situations, including confrontational, emotionally charged, or uncomfortable circumstances. Incumbent may be exposed to contagious or infectious diseases and may require the use of personal protective equipment (PPE), such as gowns, masks, eye shields, and gloves. 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. The incumbent will be required to drive their personal vehicle in the course of conducting community visits or 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. 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 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. Monthly assistance with evening community groups and occasional 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. Associate degree in a related field.
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.

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**Additional Eligibility Qualifications**

1. Applicants must possess a current driver license and obtain a valid Utah driver license within sixty (60) days of employment.
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.

**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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