

**MONO COUNTY**  
**BARGAINING UNIT: MCPEA**

**Established: 11/02**  
**Revised: 11/20**

### **COMMUNITY HEALTH OUTREACH SPECIALIST**

**DEFINITION:** Under direction of the Public Health Director or ELC Grant Manager, performs a variety of case management, health education, testing, immunization, and other client-related services; maintains program statistics, data, and case files as required by program funding sources; provides a variety of patient and public information about Health Department programs, policies and procedures; conducts COVID-19 case and contact investigations; and engages in targeted support for and outreach to the Latinx and Native American communities. This position is 2-year grant funded position that requires skills and abilities to work with diverse populations.

**DISTINGUISHING CHARACTERISTICS:** Positions in this paraprofessional class assist the Public Health Director, ELC Grant Manager, and Department colleagues with a variety of case management, health education, and other client-related services; and maintain necessary statistics, data, and case files. Incumbents will work with limited supervision and may provide lead direction to support staff.

**REPORTS TO:** Public Health Director and ELC Grant Manager.

**CLASSIFICATIONS DIRECTLY SUPERVISED:** May provide lead direction to support staff.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:** *(Essential functions, as defined under the Americans with Disabilities Act (ADA), may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and not a comprehensive listing of all functions and tasks performed by positions in this class.) 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Provides case management and public health education services; keeps a variety of financial, statistical, or other specialized patient records; maintains a variety of office files, including case files; operates office equipment and computers, using word processing, spreadsheet, and other applicable software; maintains departmental confidentiality; assists in the development of and presents education programs to varied community groups, which may include students, members of the Latinx and Native American communities, people living in congregate housing settings, and people with an elevated risk of contracting COVID-19; conducts COVID-19 case and contact investigations; assists with Department testing and immunization efforts; and provides translation support for Department staff as needed, if bilingual.

**TYPICAL PHYSICAL REQUIREMENTS:** Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of audio-visual equipment; use of office equipment including computers, telephones, calculators, copiers, and FAX.

**TYPICAL WORKING CONDITIONS:** Work is performed in an office or field environment; frequent contact with staff and the public.

## MINIMUM QUALIFICATIONS:

### Knowledge Of:

- Case management, contact tracing, and case investigation techniques;
- Public health education techniques;
- Record keeping and data management techniques;
- Community engagement and coalition building techniques;
- Mono County and Health Department policies and procedures.

### Ability To:

- Perform a variety of case management duties;
- Present health information to varied audiences in an age-appropriate and culturally sensitive manner;
- Work with considerable initiative and independence;
- Exercise good judgment in recognizing scope of authority;
- Assist with the preparation of specialized reports;
- Operate a personal computer and use required software;
- Follow oral and written directions;
- Tactfully and courteously provide a variety of public assistance;
- Establish and maintain cooperative working relationships;
- Maintain confidentiality.

Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities listed above is qualifying. A typical way to obtain the required knowledge and abilities might be:

A minimum of two (2) years of experience that may include any combination of the following: working with people while exhibiting strong oral and written communication skills; experience presenting information to others or educating others; counseling, case management, patient support, or community organizing work; or work for a health care, social service, and/or community outreach organization.

Completion of college courses in public health, health education, community outreach, and/or a media-related field is desirable. Fluency in spoken and written Spanish is also desirable.

### Special Requirements:

- Possession of a valid driver's license;
- May work other than a normal 8:00 a.m. to 5:00 p.m. shift.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*