

OUTREACH TECHNICIAN

DEFINITION

Under close supervision, assist professional staff in the development and implementation of comprehensive health promotion and related public information programs promoting healthy lifestyles, health risk reduction and prevention; engage in the preparation and implementation of educational programs; assist families with accessing different health and social services; participate in emergency preparedness programs; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is journey level classification requiring greater discretion in the performance of their duties and requires more detailed knowledge of specific program areas. Incumbents in this class have responsibility for assisting with the development, coordination and conduct of public health education for community groups and individuals. This class performs a broader range of assignments.

REPORTS TO

Higher level management or supervisory staff

CLASSIFICATION SUPERVISED

This classification does not exercise supervision over staff.

EXAMPLE OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

Assists professional staff in the planning, developing and implementing of public health educational and informational programs and services: provides input into community health education needs in the assigned program areas; prepares presentations on public health topics; assists professional staff in developing education program curriculum and materials; establishes and maintains liaisons between the department and other public/private agencies, community organizations and professional groups or physician offices; coordinates and/or organizes health events to promote health care in the community; distributes health education materials; refers questions to counselors, public health nurses or health educators; performs home visits to provide families with educational information and community resources; prepares and maintains technical

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records, reports and gather statistics; prepares and present materials to groups, agencies and individuals; provides information on individual programs, such as, Child Safety, Car Seat, CHDP, Dental Prevention, WIC, Tobacco, HIV, Healthy Families, MCAH programs, Disaster Preparedness and others; perform MediCal Administration Activities (MAA) such as MediCal outreach and facilitating MediCal application; assist families and individuals in accessing MediCal covered services; and performs related duties as required.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers and fax machines.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment, home environment or in a community setting; continuous contact with staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, methods, techniques and materials of public health education
- Functions, programs and services of both public and private agencies involved in health education activities.
- General goals and purpose of public health services and programs.
- Community resources and demography.
- Principles of public speaking
- Operations, services and activities in assigned program areas.
- Laws, rules, regulations, and procedures in assigned program areas.
- Methods and techniques of effective communication and interviewing
- Proper English usage, spelling, grammar, and punctuation.
- Applicable state and federal guidelines and regulations in program areas.

Ability to:

- Develop health education program materials and community education campaigns
- Perform within scope of practice and the ability to recognize client situations that are beyond this scope and refer these situations to professional staff.
- Use judgment and initiative in carrying out assignments.
- Make referrals to appropriate agencies, social service programs and public health nursing.
- Maintain the patient confidentiality and comply with HIPAA regulations.

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- Use a computer and appropriate software while performing program support work.
- Effectively represent the department in contacts with the public, other County staff, target populations and other agencies.
- Conduct training and activities in assigned program areas.
- Function in a variety of settings (homes, clinics, doctor office, schools).
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- May require that ability to speak, read, write and understand a language other than English
- Work some evenings, and/or weekends.

TRAINING AND EXPERIENCE

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

EDUCATION

A High School diploma or GED equivalent education. In addition, an AA degree in community health education, health science, child development or other relevant areas of education that would apply to outreach education is desired.

EXPERIENCE

Two years of volunteer or paid work experience with community organizations, schools, prevention and/or health education and outreach programs.

SPECIAL REQUIREMENTS

Possession of an appropriate, current, and valid California Driver's License issued by the California Department of Motor Vehicles.