



COMMUNITY OUTREACH WORKER JOB DESCRIPTION

Job Title: Community Outreach Worker	
Dept./Division: Community Services	Job Class Code: 1362
Pay Grade: 115	PCN: 1362004
FLSA: Non-Exempt	Effective Date: October 2007
Representation Status: Teamsters Combined	Revision Date: August 2025
Reports To: Community Services Manager	

NATURE OF WORK

Under close supervision, increases community awareness of public health issues; participates in community activities and outreach to raise awareness; provides education utilizing a defined curriculum; prepares health education materials; and promotes community resources.

ESSENTIAL FUNCTIONS:

The following duties are the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.

- Assists in planning, organizing, and conducting community outreach programs, community events, workshops, conferences, and discussion groups to promote health education and healthy behaviors.
- Assists in educating the public on health and health behaviors and on community services available.
- Assists in preparing public exhibits, and distributing brochures, flyers, posters, and other materials for health promotion activities to the public, community agencies, and support groups.
- Teaches classes or otherwise disseminates health information to school groups, community groups, families, or individuals in a manner consistent with cultural norms. Documents client service delivery in program reports as required.
- Assists in compiling and maintaining records, reports and statistical information.
- Maintains absolute confidentiality of work-related issues, personnel records and County information; complies with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended, and HIPAA policies and procedures.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and off-site environments, work involves light physical demands, including lifting up to thirty-five (35) pounds, and frequent use of a personal computer.

QUALIFICATIONS:

REQUIRED: Education, experience, certifications, etc.

- High school diploma or GED equivalent; AND one (1) year of experience in a health, education, or community support program.
- A valid driver's license is required. Specific technical training and certifications may be required.

PREFERRED: Education, experience, certifications, etc.

COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):

Knowledge of:

- Applicable policies, procedures, and regulations covering public health programs.
- Principles of records keeping and records management.
- Business and personal computers, and standard software applications.

Skills in:

- Presenting public health information to the public.
- Communicating with persons of diverse backgrounds both verbally and in writing using tact and diplomacy.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships.
- Following verbal and written instructions.
- Reasoning logically and exercising creativity.
- Working independently and as part of a collaborative team.
- Recalling, analyzing, organizing and prioritizing.
- Multitasking and dealing with stressful situations professionally.

Ability to:

- Learn and follow County policies and procedures.

Behaviors:

- Regular, reliable attendance.
- Collaborate to effectively convey information, active listening, and engage in constructive dialogue.
- Adaptability, adjusting to changing needs, embracing new challenges.
- Initiative, proactively seeking solutions, taking ownership of tasks.
- Professionalism, professional demeanor, respectful communication, follow-through.

Job Title: Community Outreach Worker

Job Class Code: 1362

As the incumbent in this position, I have received a copy of this position description.

Employee's Name

Employee's Signature Date