

OUTREACH WORKER

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the Public Health Nursing Service and involves responsibility for identifying and assisting individuals and families in order to gain access to needed preventive and primary health care services such as family planning, prenatal care, WIC and other nutritional services, immunization, pediatric care and care for acute, chronic and communicable diseases. Assistance and/or referral will also be given to obtain other essential support services such as housing, financial aid, food stamps, medicaid, transportation, translation and day care. The incumbent will provide individual basic health assessment, health education and information and will serve as an advocate and liaison between community agencies and the client population by sensitizing providers to the needs of the population. The work is performed under the direct supervision of the Public Health Director. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Interviews clients to discern needs and makes referrals to appropriate agency or contact person;
- Visits clients in the home to assess needs or identify problems and then serves in an advocacy capacity to bring about desired or necessary corrective action;
- Disseminates information on available programs and services;
- Assists in locating necessary help from community and follows up to make sure service is provided;
- Serves as advocate for clients at Social Services, Social Security and other human service agencies to obtain benefits for which senior citizens are eligible;
- Refers clients and their families in crisis to appropriate services or agencies;
- Keeps files of agencies and services available County-wide;
- May prepare periodic and special reports on program activities, and make recommendations or suggestions for improving services or modifying operations;
- Maintains records and statistics on program components;
- May do intake and screening for applicants.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs and interests of client population; Good knowledge of human service agencies and programs in the community; Good knowledge of relevant rules, regulations and department policies; Ability to relate to and motivate client populations; Ability to understand and carry out written and oral instructions; Ability to communicate effectively, both verbally and in writing; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either -

- A. Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's Degree in human services or related field; **OR**

B. Graduation from high school or possession of a New York State equivalency diploma, licensure by the State of New York as a Licensed Practical Nurse and one year of full time, paid nursing experience; **OR**

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C. Graduation from high school or possession of a New York State equivalency diploma and two (2) years of full time paid or non-paid volunteer experience in a human service program such as adult education, recreation, community development, community health services, counseling, social work, public administration, work placement, programs for the aged or youth or related fields; **OR**

D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

SPECIAL NOTE:

Valid New York State Driver's License required at the time of appointment.