

COAST COMMUNITY HEALTH CENTER

Position Title: Community Health Outreach Worker

Status: Hourly, non-Exempt

Supervisor: Outreach & Enrollment Manager

Position Summary:

Performs community outreach for CCHC in response to the health care access needs of Southern Coos and Northern Curry communities. Serve as a central resource for community questions and referrals for both consumers and providers. Build relationships with community resources, public health, schools, faith community, and other social service organizations to identify and develop resources that remove barriers to accessing needed health and social services.

Essential Functions of the Outreach Worker .08 FTE:

- Establish and maintain a list of service organizations and resources for client referral
- Inform and assist homeless individuals with access to CCHC services and associated community resources; health, dental, mental health and basic needs.
- Connect clients or consumers to information on publicly sponsored health insurance
- Maintain statistics/data on contacts; identify needs, problems and service gaps.
- Attend appropriate community or networking meetings to facilitate outreach and gathering of information to support consumer access to healthcare.
- Work with local schools, faith community, senior centers, law enforcement, community partners, and employers to build awareness of CCHC's services.
- Develop outreach materials; CCHC educational flyers/handouts, create content, or postings, for CCHC website, Facebook, Twitter postings to build awareness of CCHC's services, activities, and events
- Participate in community coalitions and related committees convened to prevent and reduce homelessness;
- Serve as liaison between CCHC and the community
- Attend school functions/meetings to educate faculty, parent/guardians and students about services offered
- Gather information regarding health care needs of students, recommend/implement outreach strategies to increase student access to healthcare
- Perform other related duties as assigned

Education and Experience

- Knowledge of the Southern Coos County, Northern Curry County community culture, and understanding the community
- Work experience in community outreach or experience in social services desirable, or ability to demonstrate knowledge of community and school health and social service needs
- Strong customer service skills and respectful approach in working with the community
- Associates degree in social services or other related field desirable.
- Experience operating Office Suite

Skills and Abilities

- Exercise initiative, judgment, problem-solving and decision-making
- Exercise conflict resolution skills; identifies problems, recommend solutions; and remain calm in urgent situations and work under pressure
- Exercise strong communication/presentation skills; create and execute presentations to large and small groups, inform and engage community with the objective of gaining and building community support and positive relationships
- Work independently and as part of a team; strong self-management, multi-tasking, prioritizing tasks skills
- Exercise time management and flexibility in the schedule of work hours;
- Remain non-judgmental in working with an indigent population and maintain confidentiality;
- Strong Computer skills required

Employer will perform background check and pre-employment drug screen

Physical Demands:

This position requires; some evening and/or weekend commitments, periodic state travel; travel between clinic sites, ability to safely operate a motorized vehicle. Must possess a valid driver's license, proof of auto insurance and have a reliable vehicle.

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls, and equipment. Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

Employee Signature

Date