

EXEMPT (Y/N):	No	JOB CODE:	CSC
DEPARTMENT:	Public Health	CLASSIFICATION:	498
SUPERVISOR:	Director, Public Health	SALARY RANGE:	22
UNION (Y/N):	Yes	LOCAL:	AFSCME 1442

GENERAL STATEMENT OF DUTIES: This position plays a pivotal role in local public health programs by meeting our clients where they are to provide one-to-one support, targeted outreach, health education and navigation, referrals and coaching. Do related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

Supports health services operations for Columbia County Public Health, including vaccination clinics and maternal and child health services program.

Supports, coaches, and provides information using culturally appropriate “plain language” including how to navigate health systems, understand notices and bills, utilize medical benefits, and access care.

Utilizes strength-based practices and motivational interviewing techniques to empower clients.

Builds individual and community capacity by increasing health knowledge through outreach, community education, social support, informal counseling, and advocacy.

Coordinates with clients, staff, and external partners to ensure that information is shared in a timely manner and clients have adequate support to access resources.

Facilitates referrals externally and to health-related programs, including for assistance with applying for health coverage.

Coordinates and partners with community-based organizations to develop and implement culturally and linguistically responsive approaches to prevention and public health services. Work with CBOs and other partners to provide culturally and linguistically responsive community outreach and education.

Work with disproportionately affected communities to ensure health related services, including case investigation, social services and wraparound supports are available to eligible individuals.

Ensure the cultural and linguistic needs and accessibility needs for people with disabilities or people facing other institutionalized barriers are addressed in the department’s delivery of social services and wraparound supports.

Utilizes electronic health record system to record client encounters.

Complete data entry at vaccine events.

Problem-solves complex cases in collaboration with the client, their family, care coordinators, and program staff.

Responds to in-person, phone, email, and referral queues in a timely manner.

Collects and maintains qualitative and quantitative data for service delivery, reports, and grants.

Communicates challenges with sites, clients, and processes to local public health administrator.

Participates in team meetings, organizational committees, and staff meetings to improve program delivery and organizational culture.

Complies with organizational policies, contractual obligations, and HIPAA.

Follow all safety rules and procedures established for work areas. Comply with all County policies and procedures.

Maintain regular attendance during the assigned work schedule as an essential requirement of this position. The ability to serve and meet in person with members of the general public, co-workers and others is required.

SUPERVISORY RESPONSIBILITIES: Work independently without direct supervision under the general direction of the Director who provides policy, procedure and administrative direction.

SUPERVISION RECEIVED: Works under the general direction of the Public Health Director who provides policy and administrative direction and reviews performance.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE: High school diploma or equivalent. Fluency in Spanish preferred. Previous experience as a Community Health Worker, with a Community Health Worker certification preferred. Lived experience and an excellent understanding of various community-based resources. Must have experience working cross culturally to support health care outcomes. Experience serving diverse, traditionally underserved communities is highly preferred.

CERTIFICATES, LICENSES, REGISTRATIONS: Must have or have the ability to obtain a Community Health Worker certification within six months of employment. Must possess a valid driver's license and be insurable under the County's liability insurance. Proof of COVID-19 vaccination is required.

KNOWLEDGE, SKILL AND ABILITY: Must have knowledge of and experience with cultural-responsiveness and understanding of trauma-informed care approaches. Experience with Microsoft 365, SharePoint, Teams, and Virtual Meeting platforms. Knowledge of health coverage options, tax filing regulations, and marketplace enrollment is preferred.

Must have a high level of accountability and reliability. Must be creative and have strong analytical and problem solving skills, and the ability to prioritize multiple tasks. Must be responsible, flexible, self-directed and have excellent attention to detail. Must be able to research and seek out information and resources needed to serve the community.

Ability to teach individuals and groups with a variety of learning styles and communication preferences. Ability to work both independently and in a team setting. Excellent verbal and written communication skills sufficient to communicate with co-workers, community leaders, and community members.

PHYSICAL DEMANDS: 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.

Physical demands while in the office are minimal, involving the movement of files, books, equipment, etc. seldom exceeding 20 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment. Occasional work on evenings and weekends.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

***Columbia County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.***