POSITION: Community Health Outreach Worker
DEPARTMENT: Behavioral, Educational and Family Support Services
REPORTS TO: Community Health Education Manager
TIME/STATUS: Full-time, Regular, Non-Exempt
BENEFITS: Full
UNION: Yes

POSITION SUMMARY
Under the supervision of the Community Health Education Director, the Community Health Outreach Worker (CHOW) is responsible for providing outreach and education services within the scope of a given project in order to meet program requirements. The position requires strong interpersonal skills to make connections and build relationships with the target patient/client base. The CHOW works collaboratively with other departments at TVHC as well as other community-based agencies with the purpose making the critical linkages to health information and services for community members. As an advocate for community health the CHOW also works to educate the general public on the services available at TVHC and eligibility requirements. The CHOW is involved in direct recruitment of participants for their specific project, monitoring their progress through the program and reporting to the CHE Director and funding sources on program outcomes.

DUTIES AND RESPONSIBILITIES

1. Participates in, coordinates, and/or attends community events such as health fairs and community forums, as a representative of TVHC, Inc.

2. Conducts community presentations and other needed outreach to reach Spanish-speaking, low-income, medically indigent people in Southern Alameda County.

3. Works closely with Community Health Education Coordinator and health education staff to implement Promotor(a)e(s) de Salud program (Lay Health Outreach Workers program).

4. Conducts outreach through community events, community-based agencies and organizations, involving, motivating and organizing Promotoras to participate in the outreach activities.

5. Participates in mandatory trainings and update meetings related to the program to build and maintain current knowledge base of awareness and prevention in the specific area of health addressed by the project.

6. Maintains documentation of program activities, and assists in tracking data related to classes and workshops to TVHC, Inc. patients and community members.

7. Assists Health Educator to ensure that grant goals and objectives are met.

8. Maintains inventory of health education/outreach materials necessary to conduct outreach efforts and to supply internal providers and other TVHC staff as needed.

9. Attends and participates in all appropriate TVHC staff meetings, work groups, etc., as directed.

10. Performs all duties and services in full compliance with TVHC’s Service Excellence Standards.
11. Performs all duties in support of successful EHR/EPM implementation.
12. Performs other duties or tasks as directed by Community Health Education Director.

QUALIFICATIONS
1. Excellent verbal communication, in English and Spanish.
2. Must be sensitive to the Latino community.
3. Must have knowledge of and be comfortable presenting information related to the specific project being assigned.
4. Intermediate knowledge and experience working with computers, including word processing and data entry programs; spreadsheet experience a plus.
5. Excellent organizational abilities.
6. Written communication skills in English adequate to draft reports, memos, business correspondence, etc., as needed or directed by Community Health Education Director; basic written communication skills in Spanish to communicate to patients / patients' families, as needed, to provide them with necessary information.
7. Able to effectively organize and present information in group settings, both formal and informal.
8. Able to work effectively both independently and collaboratively. Self-starter.
9. Valid California Driver’s License, insurance, and ability to travel as required to perform duties.

EDUCATION AND EXPERIENCE:
1. High school Graduate (or GED) required.
2. Minimum one-year outreach experience working with community-based agencies.
3. Previous experience with group training and/or facilitating group meetings.
4. Previous experience working with the Latino community strongly preferred.
5. Previous experience in a non-profit setting preferred.

Approved________________________________ Date____________________
Chief Executive Officer

Approved________________________________ Date____________________
Board of Directors

I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

________________________________ DATE____________________
Employee Signature

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Print Name