

OUTREACH WORKER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class perform community outreach work for specific County programs or agencies. Incumbents provide information and referral to residents in an assigned community or geographic area about County programs and services available to them. Duties require proficiency in both the Spanish and English language, in providing interpretive and information services. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Communicates orally and in writing in both the Spanish and English languages;
Interprets program services to residents in an assigned community or geographic area;
Distributes informational material to residents to describe program services available to them;
Helps arrange appointments for residents to see program professional staff;
Gathers community data;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

WHEN ASSIGNED TO HEALTH DEPARTMENT (WIC* PROGRAM):

Works directly with prenatal and breastfeeding mothers to provide contact, support and education;
Promotes exclusive breastfeeding and extended length of time of breastfeeding;
Conducts breast feeding support groups at Health Department Offices;
Provides breastfeeding and nutritional counseling via home visits, telephone calls, and at Health Department clinic sites;
Provides all services and counseling in Spanish and/or English, as required;
Attends trainings;
Participates in partnership with local hospitals to promote WIC-related counseling programs;
Performs a variety of related activities as required.

WHEN ASSIGNED TO OFFICE FOR SENIOR RESOURCES:

Works directly with older persons or their delegated and identifies agencies and individuals potentially useful to older persons;

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Provides escort service to Senior Citizens in need of transportation;
Distributes and relates information about resources, services and programs such as WRAP and their availability in the community;
Assists in the development and conduct of training for employees and volunteers;
Works in evaluating recipients of homebound meals;
Performs a variety of related activities as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geographic area served; working knowledge of programs and services available in the area of assignment; working knowledge of the characteristics, needs and interests of assigned population; ability to communicate with, relate to and motivate members of assigned population; empathy in handling sensitive human problems; tact; courtesy; integrity.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma; or
- b) One (1) year of general work experience involving contact with members of the community;
- c) An equivalent combination of training and experience as described in a) and b) above.

SPECIAL REQUIREMENTS:

1. Access to transportation is required to perform field work responsibilities in a timely and efficient manner.
2. Candidates must be fluent in the understanding, speaking, reading, writing and translating Spanish.

* WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children. Provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.