

COMMUNITY HEALTH WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, this position is responsible for the performance of a variety of sub-professional duties designed to assist both the community and individuals in making effective use of public health services while relieving the professional staff of activities that can be performed at a less skilled level. An incumbent in this position should, if possible, be indigenous to the community and area served. An incumbent in this position may be required to work flexible hours. This class differs from Community Outreach Worker in that work involves both informing community residents of services available to them and also assisting in the delivery of services, while the Community Outreach Worker is normally only involved in informing residents of services available to them. Although not normally a feature of the class, supervision may be exercised in certain situations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists the professional staff of the assigned programs in service delivery, such as basic health assessment, evaluation, treatment, mailing and processing of applications, verifying eligibility, interpreting program services, distributing informational material etc.;

Gathers community data used in assessing program effectiveness and efficiency in service delivery;

Makes extensive field visits to obtain specific data to identify need for services;

Assists in organizing community residents to make them aware of programs and services available under a specific program by arranging meetings, recruiting speakers, and acting as a speaker in order to educate the community regarding program goals;

Explains agency policies and procedures to members of the community with specific reference to applicant's or patient's responsibilities as well as those of the agency providing services;

Assists in the conduct of research to gather data on social behavior patterns, community trends and other data relevant to a particular program;

Interprets program services in an assigned community or geographic area;

Conducts preliminary interviews with applicants or patients either in the field or office in order to obtain data for verification or referrals and to obtain necessary supplemental data;

Assists and advises patients or applicants in matters relating to school attendance, money management, living conditions, etc., arranging appointments with professional staff, arranging inspections; assists program participants in preparing forms and maintains liaison with program participants on an informal basis either in the field or in the office;

Assists in arranging transportation for program participants;

EXAMPLES OF WORK (Illustrative Only) (con't)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of available resources within the community assigned; good knowledge of the local social and health agencies available to deal with community problems; good knowledge of the health and social problems and attitudes in the community related to the area of assignment; ability to communicate effectively with designated community groups in order to elicit from them their specialized needs and to acquaint them with available services; ability to translate specialized community needs into program to insure effective services delivery; ability to learn and perform various sub-professional tasks in assigned program area; ability to handle difficult situations in a courteous and tactful manner; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sound judgment; resourcefulness; integrity; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of work experience, one year of which must have involved providing information, informal education or referral assistance through any agency, program or service group.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's Degree may be substituted on a year for year basis up to four years. Satisfactory verifiable volunteer experience may be substituted on a year for year basis for the above stated experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree- granting institution.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

West. Co.
J. C.: Non-Competitive†
MQT5

Job Class Code: C2436
Job Group: VI