TITLE: OUTREACH WORKER I-II

DEFINITION: Under general supervision, performs responsible outreach services in public health programs.

DISTINGUISHING CHARACTERISTICS:

Grade Level I  – Performs the routine duties of the classification.
Grade Level II  – Performs the more complex duties of the classification.

EXAMPLES OF DUTIES:

• Interviews clients to determine health and/or social service risk factors;
• Facilitates appointments for clients with eligibility workers;
• Tracks referrals and maintains regular contact with outreach participants to ensure necessary care;
• Answers project help-lines and provides information and referrals;
• Takes messages and/or routes telephone calls and sets appointments;
• Counsels clients regarding eligibility for public benefits;
• Completes intake forms and required documentation;
• Develops outreach materials;
• Makes individual and group presentations;
• Attends community events and fairs;
• May provide translation assistance to non-English speaking clients;
• Performs other duties as assigned.

MINIMUM REQUIREMENTS:

High School diploma or equivalent and two years experience working in outreach programs. Education may be substituted for experience on a year-for-year basis.

A valid California motor vehicle operator’s license may be required.

HISTORY:

• Established: 4/1/2000