

COMMUNITY OUTREACH ADVOCATE

DEFINITION

Under general supervision, provides community outreach advocacy services for Health and Human Services Agency programs; performs prevention and outreach for at-risk populations; prepares and presents health education materials; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from professional, supervisory or management staff. This position does not exercise supervision over staff.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Plans and conducts community outreach programs, workshops and discussion groups to promote health education, risk reduction and healthy behavior.
- Plans, organizes and coordinates community events; assures compliance with department policies and procedures.
- Develops and gives presentations on programs and studies to providers, local schools, community groups, and state wide audiences.
- Disseminates information regarding HHSA programs, support opportunities, prevention education and upcoming events at booths during Community Health Fairs, County fairs and other community events.
- Advises contacts and clients of community resources available for resolution of behavioral health problems; acts as an advocate for individuals to help them understand their rights and advocate for their expressed wants.
- Coordinates and facilitates youth activities and awareness programs; provides safe learning environment for adolescents; drug, alcohol and tobacco prevention programs.
- Works with sub-contractors, consultants and outside community members on various program issues and functions.
- Transports or accompanies clients to appointments for service or interviews.
- May facilitate alcohol and drug group sessions and other counseling activities.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Community Outreach Advocate

Knowledge of:

- Prevention, intervention and treatment strategies for communicable diseases, crime, substance abuse and other HHS issues
- Local, state and national behavioral and public health education goals, priorities, and core programs, and state, local and national laws related to health education practices and policies
- Causes, effects and methods of treatment for mental health diseases and disorders
- Causes, effects and methods of treatment for alcohol, tobacco or drug abuse
- Principles and practices of nutrition, child development or health education
- Proper methods of transporting young children, infants, disabled adults and elderly persons
- Leadership methods and group/team process and facilitation skills
- Typical and problem behavior in small children, adolescents, disabled adults and elderly persons
- Behavioral/physical signs and symptoms of clients requiring professional and/or medical assistance
- Effective oral, written and electronic communication methods, and techniques for effectively communicating with diverse language and cultural populations
- Community service agencies and other governmental assistance programs
- County and department policies and procedures

Ability to:

- Present HHS information to clients, patients, and the public
- Evaluate behavioral health problems, and make recommendations based on observations
- Interact with people of different social, economic and ethnic backgrounds
- De-escalate hostile and uncooperative clients
- Organize and prioritize work in order to meet various program compliance deadlines
- Act quickly and calmly in crisis and/or emergency situations
- Speak confidently and professionally one-on-one and/or present to small or large groups
- Work fairly and courteously with the public; handle multiple case assignments; and work effectively with interruptions
- Interview persons to obtain a variety of information applicable to the provision of social services
- Maintain confidential information in accordance with legal standards and/or County

regulations

- Establish and maintain effective working relations with co-workers, outside organizations, and the public
- Communicate clearly and concisely, both orally and in writing
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications

EXPERIENCE AND EDUCATION GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years of clerical or technical experience in behavioral health, public health or social services environment;

And

Education:

Equivalent to an Associate's degree or 60 units from an accredited college or university in Behavioral Health, Health Education, Social Work, Social Services, Drug and alcohol or addiction counseling or related field

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs. or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Classification Code:	
Bargaining Unit:	
FLSA Status:	
Workers' Compensation Code:	
Pay Table:	
Range:	330