

Position Title: Outreach Worker

FLSA Status: Non-exempt

Reports to: Health Department Director

Department: Health Department



I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibility and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This position is responsible for clerical support for the Outreach Services in the Health Department.

II. Essential Duties and Responsibilities

- Provides information to clients concerning assigned agency program policies and procedures, schedules, and WIC EBT benefits.
- Provides clerical and technical assistance to Health Department, HealthCheck, and WIC (Women, Infants, & Children) Clinics utilizing the Wisconsin WIC Program and standard computer system.
- Contacts clients to explain and promote health benefits available for children and families, emphasizing the importance of programs and schedules appointments.
- Notifies clients of educational sessions; mails information and appointment forms and contacts clients via text, auto text, e-mail and/or telephone for appointments. Follows up on no-show appointments for screening and EBT benefit insurance. Reschedules appointments.
- Insure client completes secondary nutrition education during benefit insurance visit and documents completion in computer database.
- Coordinates appointments with WIC Program and other Health Department programs.
- Prepares paperwork, including assembling forms for client files; stocks and transports informational brochures for clients. Prepares files and other forms for Clinics.
- Assist clients in completion of questionnaires and authorization forms.
- Assists in the WIC Clinics by organizing the clinics, assuring that there are adequate supplies available, issues EBT benefit cards, distributes WIC newsletters and performs intake duties at recertification time. Assists with Nutrition Education activities at request of WIC staff.
- Assists in Clinics (WIC, HealthCheck, Adult Screening) by performing selected screening tests in an accurate and safe manner such as height, weight, hemoglobin, lead, hearing, and vision, etc. Training will be provided.

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Vernon County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

- Attends all HealthCheck and WIC Clinics and interviews clients to obtain eligibility information and provide information regarding Health Department programs.
- Enters and updates client data into computer database. Obtains and enters client transfer information. Prints monthly computer reports.
- Compiles statistical data for program reports and assists staff with preparation of reports upon request.
- Maintains inventory of office and clinic supplies including well water testing kits for all clinic sites.
- Maintains confidentiality of client records and client's rights.
- Maintains WIC and Health Department Facebook page.
- Performs direct Outreach Activities promoting WIC Nutrition Program to community organizations such as schools, churches, libraries, food pantries, medical providers, hospitals, Chamber of Commerce etc.

III. Related Job Functions

- May assist with the submission of reports to state or federal agencies as needed.
- Answers telephone. Transfers calls to appropriate staff, or takes messages.
- Prepares and updates files, including terminations and shredding.
- Responsible for working safely and following safety practices and standards.
- Establishes and maintains effective working relationships with co-workers and others.
- May assist with ordering or replacement of supplies, stocking of supplies, forms etc.
- May assist with other office or clerical duties including billings, accounts, etc. as assigned when necessary.
- Attends in-service programs or workshops as scheduled or required.
- Ability to understand and follow oral and written instructions, respond to requests from others, and accept constructive criticism.
- Ability to learn assigned clerical tasks readily and adhere to prescribed policies.
- Thorough knowledge of functions, policies, programs, operating needs, laws and regulations, care of supplies and equipment pertaining to health department such as calibrating scales monthly, cleaning and maintaining Hemocue, washing and disinfecting clinic toys, washing and cleaning of breast pump, etc.
- Ability to work cooperatively with the general public, County officials, and employees and to maintain constructive relationships in dealing with the public and colleagues.
- Performs related work as required or directed.
- Must possess good oral and written communication skills
- Enroll in and pass the Incident Command or NIMS courses required for this position.
- In emergencies or natural disasters, may be assigned to assist the Department in fulfilling the requirements including but not limited to answering multi-line telephones, assist in Family Assistance Center or shelter activities and operating other office equipment as necessary.

IV. Physical Demands

Up to 75% of time is spent sitting, walking, standing, talking, handling, fingering, hearing, using near and far vision. 50% - bending, twisting, reaching supplies. 25% - stooping, crouching, climbing, carrying, pushing/pulling and low to very high lifting - up to 80 lb. (supplies, equipment, etc.) and pushing carts. Uses reading, writing, hearing, talking, near vision, hand and finger dexterity for typing, word processing, calculators, or other office machines. Must be able to stand for brief intervals, sit for long periods, bend, reach, lift large manuals, move freely throughout the facility, or any other physical requirements needed to perform the day to day functions of this position. Work using concentration in noisy surroundings. Drives automobile.

- Involves potential for direct exposure to blood or body fluids.

V. Education and Training Requirements

- Graduation from an accredited high school or equivalency and completion of a Health Unit Coordinator course and certification following a training course at a technical college or any acceptable combination of education, training and experience which provides the necessary knowledge, skills and abilities.
- Preference for one year work experience as a Health Unit Clerk, Ward Clerk or Nursing Assistant certification (CNA) desirable.
- Experience working with various socio-economic levels of the public.
- Proficiency in Microsoft Office.
- Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for City and rural travel.