

POSITION: Clinical Outreach Specialist
DEPARTMENT: Health
WORK SCHEDULE: 35 Hours/Week
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: **STATUS:** Full-time Salaried

DATE REVISED: **FLSA STATUS:** Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required.

The County of Porter provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves to actively engage with the community to raise awareness about health services, educate individuals on preventative care, and connect residents with appropriate healthcare providers and resources. This role includes planning and facilitating outreach events, establishing partnerships with local organizations, and driving the Porter County Health Department Mobile Unit to outreach events as necessary. The incumbent supports the department's mission to improve community health outcomes through education, screenings, and access to services.

DUTIES:

Plan, organize, and facilitate outreach events, including health fairs, community gatherings, and educational workshops.

Drive and operate the Porter County Health Department Mobile Unit to outreach locations.

Build and maintain relationships with community organizations, schools, and local agencies to enhance program reach.

Distribute educational materials and promote awareness of department programs and services.

Educate individuals and groups on health conditions, preventative care, treatment options, and available resources such as Porter County Care Coordinator.

Provide basic health screenings (e.g., blood pressure, lead testing) and assist with immunizations.

Respond to inquiries from the public, providing accurate health information and referrals to appropriate services.

Assist in creating and distributing health plans and educational tools tailored to community needs.

Document outreach activities, including attendance, services provided, and outcomes achieved.

Coordinate with internal teams and external partners to implement outreach programs and evaluate their effectiveness.

Monitor inventory of outreach supplies, including educational materials, testing kits, and equipment, and ensure proper stocking of the mobile unit.

Maintain cleanliness and operational readiness of the mobile unit and outreach materials.

Assist with communicable disease surveillance, including contact tracing and follow-up, in collaboration with department staff.

Participate in department efforts during public health emergencies, including mass prophylaxis and vaccination clinics.

Serve as a representative of the Porter County Health Department at community events, presenting a professional and knowledgeable demeanor.

I. JOB REQUIREMENTS:

Requires High school diploma or GED.

Requires certification as a Medical Assistant or equivalent clinical training.

Requires experience in community outreach, patient education, or healthcare assistance.

Requires current CPR certification or ability to obtain within 90 days of hire.

Requires valid driver's license with a safe driving record.

Requires basic understanding of public health principles and preventative care.

Requires strong organizational and communication skills.

Requires driving and operating the mobile unit (Ford E-450), including navigating to various locations in Porter County.

Requires familiarity with HIPAA compliance, state and federal regulations, and medical office operations.

Requires possession of state required certifications/licenses.

Requires effective analytical and problem-solving techniques.

Requires good listening and organizational skills and great attention to detail.

Requires well developed interpersonal skills necessary to promote and maintain cooperative, courteous, and sincere relationships with co-workers, physicians, staff, and community partners.

Requires ability to effectively communicate orally and in writing with co-workers, other county departments, Indiana Department of Health and other state agencies/departments, physician and clinic offices, community partners, government representatives, and members of the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Requires ability to maintain confidentiality of department and patient information and records according to state requirements.

Requires ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Requires ability to competently serve the public with diplomacy and respect, including de-escalation of difficult encounters.

Requires ability to properly operate standard office equipment, including computer and related software, printer, typewriter, calculator, copy machine, telephone, and laminator.

Requires basic knowledge of Microsoft Office programs, the Internet, and other word processing and spreadsheet software.

Requires ability to work alone with minimum supervision and with others in a team environment on several tasks at the same time, occasionally under time pressure.

Requires ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Requires ability to occasionally work weekend, extended and/or evening hours, and travel out of town, sometimes overnight, for conferences and training seminars.

Requires ability to respond to emergencies from off-duty status.

Requires possession of a valid Indiana driver's license and a demonstrated safe driving record.

II. DIFFICULTY OR WORK:

Incumbent performs duties according to customary practices and procedures of department and local, state, and federal guidelines dealing with a wide variety of situations and individuals. Work is accomplished according to generally accepted, but not always clearly applicable, guidelines calling for

judgment in determination of the most pertinent guidelines to apply to particular problems and situations.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other county departments, Indiana State Department of Health, and other state agencies/departments, physician and clinic offices, community partners, and elected and appointed government representatives, for the purpose of developing and maintaining sub-grant and cost reimbursable contract programs in order to ensure that all residents of Porter County have access to all core public health services.

Incumbent reports directly to the Director of Nursing.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, including sitting/walking at will, lifting/carrying objects weight under 25 pounds, pushing/pulling objects, crouching/kneeling, bending, reaching, close/far vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering objects. Incumbent may be exposed to irate/hostile individuals.

Incumbent may occasionally work weekend hours, extended and/or evening hours, and may travel out of town, sometimes overnight, for conferences and training seminars. Incumbent may be asked to respond to emergencies from off-duty status.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT:

The job description for the position of Clinical Outreach Specialist for the Porter County Health Department describes the duties and responsibilities for the employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for the reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee Signature Date
