

# Job Announcement



**Position Title:** Community Health Outreach Worker

**Supervises:** None

**Reports To:** Development/Communications Director

**Written by:** Human Resources Department

**Department:** Clinical

**FLSA:** Non-Exempt

**Effective Date:** 06/2021

**Approved by:** CEO

**Mission Statement:** It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

## **General Summary:**

The Outreach Worker supports and connects patients, families, and community members with educational and community resources in the South Los Angeles community to ensure their wellbeing and quality of life. A key responsibility of the Outreach Worker is to engage and establish trusted relationships with patients, families, and community residents

## **Summary of Essential Duties:** (*\*Essential Functions*)

- Responsible for recruitment and retention of patients at various SCFHC Clinic locations.
- Performs outreach in the community and surrounding areas.
- Assists with patient follow up, which may include accompanying patients to clinic site in their neighborhood
- Communicates with individuals in a professional and empathetic manner
- Communicates and educates patients, families and community members in their homes or at community sites, linking individuals and families with SCFHC resources.
- Explains information and recommendations regarding SCFHC services available to patient, and monitors patient for ongoing needs to obtain medical appointment at SCFHC
- Helps educate patient to develop an appropriate plan which may include a medical appointment, and/or referral to another agency or professional
- Maintains outreach activity log and appropriate record keeping that follows SCFHC policies and procedures
- Attends events and conducts outreach while distributing educational information
- Participates in SCFHC outreach community health fairs and other events
- Conducts outreach to community organizations of SCFHC services, such as churches, recreation centers, and other agencies
- Distributes Flyers and educations information
- Demonstrates innovative ways to market and outreach SCFHC services

**Job Specifications:** (*Knowledge, skills, abilities and experience normally required for competent performance*)

## **Education and Knowledge**

- High School Diploma or equivalent
- CPR/First Aide Certification required

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- Knowledge of community resources in area
- Knowledge of medical terminology
- Knowledgeable of transportation services such as bus schedules, ACCESS for Elderly and Disabled, etc.

## **Experience**

- Must have minimum 1-3 years' experience in community clinic or FQHC setting
- Experience working with patients with limited literacy and from socioeconomically disadvantaged backgrounds.
- Demonstrated experience using available resources for necessary research, inquiries, and information gathering.
- Comfortable working with diverse populations
- Experience working with Limited English individuals in a small group format

## **Required Skills/Knowledge/Abilities**

- Good written, oral and customer service skills
- Excellent interpersonal, organizational, and project management skills
- Computer skills in Microsoft Windows; must include Excel.
- Bilingual/Bi literate Spanish/English
- Ability to work independently and effectively

## **Licensure and Certifications:**

- Current California Driver's License and Limited Liability Insurance
- CPR/First Aide Certification required

**TO APPLY: Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877**

**Deadline: Open until filled**

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>