



JOB DESCRIPTION

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| POSITION TITLE: | Outreach Specialist |
| LOCATION: | HOPE Clinic (Main) |
| REPORTS TO: | Business Development Director |
| EDUCATION: | Bachelor’s degree required, preferably in Marketing, Communication, Social Work, Public Health, or Biology |
| WORK EXPERIENCE: | 1 year relevant work experience. Non-profit experience preferred. |
| SALARY RANGE: | \$11.00-\$15.00/ hour |
| FLSA STATUS: | Hourly – Non-Exempt |
| POSITION TYPE: | Full-Time |
| POSITION REQUIREMENTS: | Bilingual in English and Spanish, is required. |

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

Provide outreach, health education, navigation, and eligibility assistance to patients of Asian American Health Coalition (AAHC) DBA HOPE Clinic. Perform HOPE Clinic outreaching, Zika Outreach, ACA enrollment activities as well as health awareness initiatives and civic engagement initiatives. Responsible for coordination of outreach activities and screening for Marketplace Insurance in-house as well as in the community. Responsible for helping more programming efforts forward.

MAJOR DUTIES & RESPONSIBILITIES:

- Keep complete record of outreach events, activities, and contacts along with the people reached;
- Work as a community health worker providing patient navigation services and helping them access competent health care services;
- Outreach, coordinate, and conduct town hall in different populations in regards to health initiatives such as Zika awareness;
- Schedule patients who needed guidance in Marketplace Health Insurance; assist patients with marketplace application; and assist with ACA project reporting;
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Plan and execute outreach and education activities both in house and in the community; coordinate the necessary materials and staff for the events;

- Assist with clinic service promotions;
- Work with all HOPE Clinic departments to stay updated about clinic services and programs; work with the necessary liaisons for program development;
- Organize civic engagement tabling in house and coordinate civic engagement activities and voter registration drives in the community;
- Develop and maintain community liaisons;
- Build new partnerships with community based organizations (local schools/school districts, religious organizations, businesses and other social service organizations), especially near the new clinic sites;
- Attend meetings pertaining particular health topics such as prenatal care, diabetes management, etc.;
- Work with local elected officials to advocate and promote the importance of a health home and build a working relationship with them;
- Conduct focus groups with the patient population and community when necessary;
- Give presentations and speak in a public setting as needed;
- Assist with clinic marketing tasks such as creating and/or editing flyers, maintaining HOPE Clinic social media (Facebook, Twitter, and Instagram) and work with local media outlets as needed;
- Actively participates in agency performance improvement initiatives and quality assurance activities;
- Submit Agency forms and documentation in a timely manner. (Improvement activities, response to memorandums, travel reconciliation, supply requests, leave requests, monthly in-service).
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Knowledge of and experience in developing, implementing and working in a community outreach program;
- Knowledge of existing social service programs available in Houston area and Harris County;
- Proficient in use of computers and software programs such as Word, Excel, and Powerpoint;
- Experience in creating social media posts on Facebook, Twitter, Instagram, LinkedIn and HootSuite and be able to utilize the Internet;
- Strong written and oral communication skills, must be detailed oriented and able to handle multi tasks;
- Good interpersonal skill is required.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

Bachelor's degree required, preferably in Marketing, Communication, Social Work, Public Health, or Biology. Experience in the medical field and referral/patient navigation is preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - give and receive information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follows through with patient inquiries, requests and complaints. Forwards difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the essential duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting (up to twenty pounds) is required;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed