

GRADE: 8
DIVISION: Preventive Health Services – Maternal Child Health /Outreach

POSITION SUMMARY:

Provides health-based outreach to maternal and child health population to reduce infant mortality risk factors and address barriers to prenatal, pediatric and inter-conception care, including lack of insurance/Medicaid coverage and basic needs screening. Outreach position works internally at THD sites, at area agencies and in neighborhoods at risk for poor health outcomes.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Facilitates the enrollment and retention of THD clients in preventive services by providing follow-up to in-person and phone call requests in a timely manner and making home visits to at-risk areas of the Tulsa community as needed
2. Locates and enrolls individuals and families in need of SoonerCare and assists with identifying medical home and access to healthcare services through canvassing campaigns/contacts at the clinic, and agency connections and relationships.
3. Screens potential clients for basic needs in order to identify which MCH team member or services at THD and in the community would best meet their needs.
4. Follows up on assigned special referrals as requested by the Maternal Child Health Outreach Manager, social workers, and other THD staff.
5. Keeps client and worker activity tracking data and enters client contact information into outreach database as assigned including written monthly report-outs to document work with clients and in the field.
6. Provides brief individualized educational messages to clients regarding promotion of health, receiving prevention services, and prevention of infant mortality.
7. Participates in projects of the community action team of the Tulsa Fetal Infant Mortality and Review Program as needed to collaborate on strategies around Safe Sleep environments, other best practices to address infant mortality prevention.
8. Meets regularly with MCH Outreach team members and MCH Manager, and other THD staff to staff cases and plan strategies.
9. Completes required orientation and on-going training in support of duties and responsibilities of this position.
10. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required. Associates or bachelor's work preferred – human services or related fields.

Experience: Previous experience (at least 1 year) with recruiting and engaging with clients in a community agency or public setting and/or customer services delivery preferred.

Skills and Knowledge:

- Knowledge of community resources; of targeted population; and of geographical area at highest risk for infant mortality.
- Skills in communicating effectively, both orally and in writing; and in understanding and carrying out instructions.
- Skills in establishing and maintaining effective working relationships.
- Basic knowledge of the social determinants of health and how they relate to poor birth outcomes and infant loss.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- External contact with the general public and community agencies.
- Internal contact with various staff members.

PHYSICAL EFFORT:

Physical effort is required for sitting, standing, walking, bending, stooping, lifting, pushing, and pulling as needed to obtain supplies and conduct job tasks. May require moving or lifting up to 25 pounds. Repetitive computer and telephone use. Sitting for long periods of time. Conduct interviews, lead and attend meetings.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision: None.
Indirect Supervision: None.
Budget/Money/Material: Responsible for assigned equipment.
Reports to: Manager, Maternal Child Health/Outreach

WORKING CONDITIONS:

Conditions include those found working in an office environment. Additionally, various settings to include clients' homes to conduct interviews, attend offsite community meetings in public areas. Must feel comfortable doing community outreach and working with clients in diverse socioeconomic communities. At times, exposure to a noisy, crowded work environment, community neighborhoods and occasional interaction with clients in various stages of mental health.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must be willing and able to perform job-related travel.

FLSA Status: Non-Exempt.