

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Community Health Advocate</u>
Sch & Grade	<u>PAT 5</u>
Class Code	<u>EB11</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Union Eligible</u>
Occupational Group	<u>Health</u>

PRIMARY PURPOSE:

To improve individual and community health within the neighborhood(s) by providing a trusted presence to promote, facilitate and engage improving health behaviors.

SUPERVISION:

Under direct supervision of the Health Educator

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Assists in planning, developing and implementing community health advocate program.
2. Uses existing and helps to form new social networks in neighborhoods and the community to determine approaches to improve health.
3. Conducts individual assessments of health and associated risk factors in an effort to improve health outcomes.
4. Assists residents access community-based resources, and provide support, encouragement and accountability when appropriate by meeting them at their home, in clinics, or other community locations.
5. Operates word processing, spreadsheets, manages databases, ensures completeness of data, develop field data tools, analyze data and assist in developing reports.
6. Maintains knowledge of health issues of program focus.
7. Maintains appropriate confidentiality of information.
8. Maintains knowledge of community resources available to impact social determinants of health.
9. Provides support and follows up with clients related to program efforts to overcome barriers, facilitate access, and help to connect to additional resources as needed to improve health outcomes.
10. Attends appropriate community meetings and events to advance health programs, present educational materials, and coordinate public health activities.
11. Uses culturally competent techniques and approaches to address health issues.
12. Creates team-based schedules for community work, and support with other efforts as needed.
13. Communicates and collaborates with partner organizations and other city departments to provide coordinated support for individuals and groups to improve health and socioeconomic outcomes.

IMPORTANT FUNCTIONS:

1. Attends conferences, workshops, seminars, and other training for professional development purposes.
2. Researches relevant topics and compile appropriate materials for use in job functions.
3. Serves as a department liaison to community organizations and maintains community connections.
4. Prepares reports as needed by utilizing computer software applications.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

General knowledge of the principles of education process; knowledge of computer software systems and applications such as word processing, spreadsheets, databases as well as mobile technology.

Abilities

Ability to accurately obtain and record measurements; utilize appropriate computer software applications such as word processing, data base management systems, spreadsheet, and desktop publishing; work remotely using mobile technology; ability to prioritize workload and manage multiple task with different deadlines, demonstrate ability to support, coach, and motivate people to reach their health goals; provide excellent customer service; establish rapport and maintain effective working relationships within the community and business partnerships; communicate effectively both verbally and in writing; present overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others. Ability to work in a variety of settings, including: walking door-to-door in various weather conditions, clinical setting, and office setting.

Experience, Education, and Training

Requires at least two years of college or vocational education in a Public Health Disciplines or related fields plus one year of related work experience. Directly related work experience can be substituted for the education requirement on a year-for-year basis.

Physical Requirements

Performs bending, kneeling, sorting, twisting and reaching from ground level to overhead; grips, holds and carries objects weighing up to 30 pounds; pushes and pulls up to 25 pounds; must be able to operate a computer keyboard and/or mouse. Must be able tolerate prolonged standing at functions such as community events as well as perform extensive walking.

Working Environment

Working environments vary from indoors general office environment with regulated heating and cooling to outdoors in a variety of weather conditions within the neighborhoods. Expected travel to community settings and client homes. Potential exposure to virus, disease, and infection from clients in working environment.

Licensing/Certification

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License, and provide required liability coverage.

Miscellaneous Requirements

Must be able to successfully complete a background investigation. Must be able to work a variety of assigned shifts including evenings and weekends.

Last Revision: 10/17/2018	GENERAL ORDINANCE NO. 6288
Comments: Edited Essential Functions.	Date: June 27, 2016

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____