

York County Community Action Corp.

Community Outreach Worker

Job Description

REPORTS TO: Director of Economic Opportunity

STATUS: Non-exempt, full-time

PAY GRADE: 6

PURPOSE:

The Community Outreach Worker supports YCCAC's vision to address social service needs of patients in order to achieve improved overall health and well-being of patients. This position is crucial to move this vision forward and implement strategies to address the social determinants of health (SDOH). Specifically, the Community Outreach Worker works with clients referred by Nasson providers to address SDOH diagnoses and other social needs. The Outreach Worker will work with clients to develop goals and an action plan, help clients access needed resources (internal and external), motivate patients to meet their goals, and support patients as they navigate various social service systems. The Community Outreach Worker will also provide appropriate documentation.

RESPONSIBILITIES:

1. Provide client-centered services to clients referred from Nasson to address an SDOH diagnosis, such as unstable housing, food insecurity or lack of transportation.
2. Build authentic relationships that prioritize self-determination and encourage bi-directional feedback to inform goal setting.
3. Create and maintain relevant shared care plans that reflect the goals and priorities of the individual and family.
4. Partner with individuals and families to anticipate and address challenges in implementing care plans, including navigating complex systems and nonlinear pathways.
5. Support client in accessing needed social supports (internal YCCAC and external) and addressing barriers. This can include contacting providers on behalf of a client, advocating for the client, gathering documents, completing applications and other forms of support.
6. Employ established techniques to meet people where they are, create safety, and explore behavior change. Motivate patients to meet their goals.
7. Cultivate individuals' resilience, ability, and self-efficacy in high-stakes moments and ability to navigate setbacks, barriers, and complex systems.
8. Document all client encounters, contacts made on behalf of clients, and client outcomes. Submit reports as requested.
9. Participate in ongoing communication with the program management team to provide feedback on the screening and navigation process.
10. Participate as a team member with Nasson staff and maintain a working relationship with Nasson providers.
11. Develop, coordinate, and monitor a network of services and resources tailored to needs and interests of client. Provide cross-coordination of resources across YCCAC and in the community.

12. Perform other duties as assigned or as necessary to fulfill the position.

Qualifications:

1. Bachelor’s Degree in a medical, social services or human services field required with a LSW, LCSW, MHRT or other medical or clinical experience preferred.
2. Has or is able to develop the complex care core competencies identified by the Campden Coalition of Healthcare Providers and the National Center for Complex Health & Social Needs in the domains of Human Complexity and Context; Personal and Professional Commitment to Ethics; Person-Centered, Relationship-Powered Care; Integrated Team Collaboration; Diverse Information Management; and Systems Complexity and Content. The core competencies are located [here](#).
3. Demonstrated ability to assist other persons in identifying and addressing issues and needs.
4. Knowledge of the human service network and systems in York County.
5. Ability to link YCCAC and its resources with community organizations and to initiate partnerships when appropriate.
6. Capacity to function effectively as part of a team and also able to work independently.
7. The ability to communicate effectively with clients, agency personnel and community partners.
8. Ability to communicate effectively to a wide range of individuals.
9. Ability to exercise sound judgment and efficient decisions.
10. Ability to work remotely using text, email and phone.
11. Demonstrated ability to manage and coordinate a project, including excellent organizational skills.
12. Must not have an active record on the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:

1. Follow established standard and safety precautions in the performance of all duties.
2. Follow strict social distancing and use of PPE in the community and office setting.
3. Report to the Operations Manager any hazardous condition or equipment immediately.
4. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

Bending	O	Sitting	F	N (Not applicable)
Carrying	O	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	O	C (Constantly) all the time, over 6 hrs./day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	O	20 lbs or less	O	

Kneeling Push/Pull
Reaching 12 lbs or less

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.