

**BI-LINGUAL OUTREACH WORKER (SPANISH/ENGLISH SPEAKING) 139-L**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the performance of para-professional duties in support of specialized services to Spanish speaking clients and families in the community. The incumbent will locate clients based on referrals from County agencies and other sources, will provide interpretation/translation services to the clients and staff, will establish a network within the community and conduct outreach, information and referral activities. Through working intensively within the Latino community, the incumbent will enhance the level of trust in health services within the community, resulting in an increased utilization of services and an improvement of health indicators. Work is performed under general supervision with leeway for independently performing many of the duties of the position.

**TYPICAL WORK ACTIVITIES:** : *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Serves as liaison between Latino clients and staff during Public Health Services clinics, home visits

and community outreach activities by providing interpretation/translation services;

Creates visual displays highlighting health teaching topics for Latino clients;

Identifies learning needs and develops presentations on health topics to the Latino community as a whole;

Prepares, conducts and coordinates training workshops to individuals and agencies about cultural mores and practices and local health needs of the Latino community;

Provides information about resources and services available in the community;

Assists patients in completing applications for health related and WIC services;

Responds to referrals of assigned target area residents;

Promotes Public Health Department services to target area residents regarding individual responsibilities and public health recommendations;

May represent the Public Health Director at coalitions and at public events;

Develops and maintains a centralized resource bank of services that are available in the area;

Networks and participates with other community agencies servicing the Latino population;

Plans and coordinates the implementation of a coalition to serve the health needs of the Latino community;

Provides education to staff regarding Latino cultural morals and beliefs;

Uses a variety of office equipment, including, but not limited to computers, printers, copiers, calculators and fax machines,

Performs above described duties in Spanish, as required, in addition to English.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS**: Good knowledge of the services available through the various programs conducted by the Public Health Services Department; good knowledge of the special needs and problems of Latino program clients in relation to services provided by the program; ability to demonstrate working proficiency in Spanish, including reading, translating, speaking and writing fluently; ability to communicate effectively both orally and in writing; ability to establish effective working relationships; ability to ascertain facts by personal interview and examination of records; initiative; tact; and good judgment.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in a social services, human services, community services or a related field dealing with the public; or
- (B) Three (3) years of experience as described in (A) above.

***NOTE:*** *Must possess and maintain an appropriate motor vehicle driver's license.*

***NOTE:*** *In addition to meeting the qualifications listed above, candidates must demonstrate the ability to speak, understand and write conversational Spanish.*

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Last Reviewed: 8/21/02

Jurisdictional Class: Competitive

Public Hearing:N/A

NYS Civil Service Commission Approval:

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