



**Job Code:** 6461  
**Grade:** 18  
**HCWR:** N

**Job Title**  
Community Outreach Worker

**Department**  
Communications

This position is exempt from Career Service under the CCH Personnel Rules.

**Job Summary**

The Community Outreach Workers help promote and implement the strategic goals and objectives of the Cook County Health (CCH) and County Care throughout the different communities of Cook County. They assist by fostering an environment in which community support objectives are viewed as a high business priority affecting the reputation and success of the System. Community Outreach Workers contribute by expanding the System's ambulatory patient population base by promoting our 16 health centers and other hospital-based health services and programs through partnership agreements and involvement with community and faith-based organizations. Community Outreach Workers are also an integral part of the promotion of CountyCare and the enrollment of people into the State's Medicaid insurance plan by helping persons obtain appropriate insurance information to fit their needs.

**Typical Duties**

- Identifies active Community-Based Organizations (CBOs) and Faith-Based Organizations (FBOs) that serve the neighborhoods of CCH's two hospitals and sixteen health centers throughout Cook County.
- Develops and maintains a positive working relationship with government officials and community leaders in Cook County
- Establishes and maintains a positive working relationship with the aforementioned parties
- Develops and maintains an integrated contact database consisting of all our community, religious, business, and governmental partners to best achieve communication and programmatic strategies
- Represents CCH and County Care at community and faith-based events and activities
- Recommends and implements community events relevant to CCH and County Care's goals and strategic objectives of expanding our patient population base and promoting the managed care plan
- Distributes literature at community meetings to promote healthy lifestyles and wellness programs and makes presentations at such events
- Organizes health fairs and other community events to promote CCH health centers and programs throughout the surrounding community
- Manages the advisory councils for the System's health centers
- Obtains patient and insurance member testimonials for public hearings, media requests and other events
- Helps highlight issues that need attention performs appropriate follow-up to ensure that these items are corrected
- Remains current with insurance coverage news to support presentation topics of discussion
- Prepares monthly reports on outreach activities



### **Typical Duties**

- Attends conferences, seminars and training sessions on related issues
- Prepares written communication, correspondence and report as required
- Establishes strong relationships to help advance CCH and the managed care program
- Performs other duties as assigned

### **Minimum Qualifications**

- Bachelor's Degree from an accredited college or university
- Two (2) years of outreach experience in a healthcare setting, non-profit organization, governmental entity or the private sector with a focus on event planning, soliciting vendors, working with church and community based organization. Such experience must be evident from your work experience and not from your extracurricular activities.
- Must be able to travel to work sites throughout Cook County and community events.
- Must be able to work flexible hours including evenings and weekends.

### **Preferred Qualifications**

- Master's Degree in a clinical, business, health or social services related-field

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of principles, practices and policies of the health care industry.
- Knowledge of Microsoft Office Suite
- Excellent verbal and written communication skills necessary to communicate complex concepts in a clear, concise manner with all levels of staff, patient population and the community composed of diverse cultures and age groups
- Ability to maintain a professional demeanor and composure as a representative of CCH
- Ability to prioritize, plan, and organize projects and tasks
- Ability to initiate, develop and maintain mission-productive relationships with internal and external constituencies
- Ability to work well with employees at all levels of the organization, including internal and external customers
- Ability to handle all situations with tact, persuasiveness, and diplomacy
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to develop and write reports clearly and accurately
- Ability to work flexible hours, including evenings and 2-3 weekends per month during the Summer season
- Must be self-directed and innovative Demonstrate attention to detail, accuracy, and precision
- This position requires various types of physical exertion with the use of hands, legs, and fingers including but not limited to lifting, pushing, pulling, prolonged standing/walking, climbing stairs, operating any equipment and other devices or moving light to moderate weight
- Must be able to travel to work sites throughout Cook County and community events



**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**