

FAMILY OUTREACH WORKER

Nature of Work: Under direct supervision, performs work at the full-performance level providing paraprofessional health promotion services to clients identified by the Office of Maternal and Child Health as Early and Periodic Screening, Diagnosis and Treatment (EPSDT) eligible. Work requires the use of a personal automobile for travel. Performs related work as required.

Examples of Work

Contacts families of EPSDT (Medicaid) eligible clients to provide information about and access to EPSDT.
 Provides follow-up for missed appointments and tracking of referrals.
 Maintains appropriate record system for ensuring appropriate identification of EPSDT clients and scheduling appointments to physician of choice on a specified visit schedule.
 Conducts home visits according to current monthly quota.
 Contacts family of high risk newborns identified by the West Virginia Birth Score Project to assist them in accessing the Women, Infants and Children (WIC) program, and state supported health care for their families.
 Assists providers with schedules/eligibility information.
 Provides follow-up at provider's request.
 Provides linking for families to Medicaid/Social Services.
 Participates in formal in-service classroom training related to job performance.

Knowledge, Skills and Abilities

Knowledge of the benefits of proper health care.
 Knowledge of the social and economic conditions in the assigned geographic area.
 Knowledge of the kinds of community resources ordinarily available and necessary to improve the position of the clients.
 Knowledge and understanding of the needs, problems and attitudes of the clients and of the community environment.
 Knowledge of or ability to learn basic computer skills.
 Ability to work successfully with individuals and agencies.
 Ability to learn the procedures, rules and methods of the various programs.
 Ability to report and record pertinent facts accurately.

Minimum Qualifications

Training: Graduation from a standard high school or the equivalent.
Experience: One year of full-time or equivalent part-time paid experience involving responsible public contact.
Substitution: Thirty college semester hours may substitute for the required experience.
Special Requirement: Must possess a valid driver's license and have a personal automobile available for continuous use for travel. Upon hire, employee must pass a Criminal Investigation Bureau (CIB) clearance.

Established: 10/17/96
 Effective: 11/1/96