

## Career Service Authority

### *Human Services Outreach Representative*

Revised Date                    / /  
Revised By                    Jean Canfield  
FLSA Code                    Non-exempt  
Est. Date                    09/16/95

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### ***General Statement of Duties***

Performs field interviews and counseling with populations involved in intravenous drug use and sexual behavior of high risk populations for HIV antibody.

### ***Essential Duties and Knowledge, Skill, and Ability Requirements***

1. Obtain specialized data from high risk populations for HIV infections, tuberculosis, and sexually transmitted diseases by identifying appropriate population and completing questionnaires.
  - *Skill in completing forms and necessary paperwork related to the work assignment.*
  - *Skill in understanding and applying oral, written, illustrated or demonstrated instructions.*
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
  
2. Performs limited counseling and testing. Ensures participating clients receive the correct monies and all surveillance adheres to established Public Health guidelines.
  - *Knowledge of public health guidelines sufficient to be able to ensure all participants are protected and treated in the proper manner.*
  - *Skill in using laboratory testing equipment.*
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*

- *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
- 3. Recruit peer educators from the population to assist in educating and counseling the specialized clients.
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
- 4. Assemble and disseminate a variety of kits to the 'at risk' population to assist in the protection of spreading of HIV antibodies.
  - *Skill in compiling and distributing informational material related to area.*
- 5. Prepares necessary client reports and a variety of statistical reports.
  - *Knowledge of statistics sufficient to be able to prepare reports of statistical data.*
  - *Skill in understanding and applying oral, written, illustrated or demonstrated instructions.*
- 6. Performs a variety of networking activities with community based organizations and other agencies.
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
- 7. Performs a variety of office tasks.
  - *Skill in understanding and applying oral, written illustrated, or demonstrated instructions.*
- 8. Maintains established departmental policies and procedures, quality improvement, safety, environmental and infection control standards.
  - *Knowledge of the techniques, practices, and materials specific to the assigned area sufficient to be able to conduct the appropriate tests.*
  - *Knowledge of departmental policies, procedures, objectives, safety and infection control standards sufficient to be able to maintain the expected level of efficiency.*

9. Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.
  - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
10. Enhances professional growth and development through participation in educational programs, receiving current literature, and attending in-service meetings and workshops.
  - *Skill in adapting new information relative to the work assignment through educational seminars, meetings, and staff meetings.*
11. Some positions may perform lead work as assigned.
  - *Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.*
12. Performs other related duties as assigned or requested.

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*Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.*  
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## ***Job Requirements***

### **Level of Supervision**

Performs lead work on a job by job or rotating basis.

### **Guidance and Decision Making**

Procedures, methods, and techniques to be used are well established with options to be considered well-defined. Detailed oral and/or written instructions are normally given during the training period. Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are performed. Work product is subject to continual review.

### **Interpersonal Communications**

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented.

### **Physical Demands**

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Stooping: bending the body by bending spine at the waist.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

### **Physical Strength**

Lifting: Raising or lowering an object 25 – 50 pounds.

### **Vision Requirements**

Far acuity: ability to see clearly at 20 feet or more.

Near acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

### **Mental Demands**

Memorization

Oral Comprehension

Written Comprehension

### **Environmental Conditions**

Extreme Cold: temperature cold enough to cause marked bodily discomfort.

Extreme Heat: temperature hot enough to cause marked bodily discomfort

Temperature Changes: variations in temperature from hot to cold.

Wet: frequent contact with water or other liquid.

Humid: conditions with high moisture content to cause bodily reactions.

### **Working Conditions**

Contact with patients under wide variety of circumstances

Exposed to infections and contagious disease

Exposed to patient elements

Exposed to risk of bloodborne diseases

Exposed to unpleasant elements (accidents, injuries and illness)

Handles emergency or crisis situations

Subject to many interruptions

Subject to varying and unpredictable situations

**Minimum Education**

Graduation from high school or possession of a GED certificate.

**Minimum Experience**

One year in a health care setting assisting health care professionals performing patient diagnosis and treatment or counseling or one year in a medical laboratory providing assistance to others conducting tests.

**Equivalency**

Additional appropriate education may be substituted for the minimum experience requirement.

**Licensure and Certification**

Possession of a valid Colorado Class "R" Driver's License at the time of application.