



Office of Human Resources
Community Health Worker Apprentice – CS3359
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General Statement of Duties

Performs and trains in entry-level community health apprenticeship program, receives on-the-job training and classroom instruction using in person or virtual formats while gaining the skills and knowledge needed to advance into careers in public health.

Distinguishing Characteristics

This class is designed to train entry-level employees enrolling in a recognized apprenticeship program to obtain required on-the-job training within a specific area. Incumbents in this classification must complete an Apprenticeship Agreement to the apprenticeship program sponsor. The goal of this position is to complete all entry requirements of the profession within the required training timeframe (1 year). Positions work under the direction of the assigned supervisor. Positions will be assigned this classification for the duration of the apprenticeship program.

Essential Duties

Trains in, assists, and provide cultural mediation among individuals, communities, and health and social service systems used to identify client outcomes. Participates in advocacy for individuals and communities. Conducts community health outreach to individuals, communities, service providers, and groups while helping to build individual and community capacity.

Trains in and provides culturally appropriate health education and information to clients. Provides coaching and social support to achieve desired outcomes.

Trains in and coordinates care, provides case management support, and assists individuals and communities in navigating health and social service systems. Provides direct health and social service assistance and guidance on the utilization of resources. Implements individual and community assessments.

Participates and assists with program evaluation and research methodology.

Learns and assists with building professional relationships and networks within community resources and with service providers across systems to understand client services and resources.

Trains in and complies with standard safety rules and procedures. Learns the industry standards, regulatory standards, operational processes, and other guiding professional practices.

Trains in keeping routine records, writing reports, and completing forms.

Actively participate in the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

None

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate. Must enroll in a recognized apprentice program.

Experience Requirement

By position, fourteen (14) to twenty-five (25) years of age and specific age restrictions may be applied within this age range.

Education & Experience Equivalency

One (1) year of peer support or related job experience or volunteer work may be substituted for the high school education.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

By position, must show proof of registration with Connecting Colorado as a registered member by time of hire.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Contact with clients under a wide variety of circumstances.
Subject to varying and unpredictable situations.
Subject to many interruptions.

May handle emergency or crisis situations.
Potential exposure to unpleasant elements.
Potential exposure to various illnesses and diseases.
Mobile work locations may be physically and/or emotionally challenging.
Subject to traffic, roadways, and pedestrians.
Subject to varying and unpredictable situations

Level of Physical Demand

2- Light Sedentary (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 20 pounds from one level to another.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
By position, Motor Vehicle Record
By position, Licensure Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-07
FLSA Code: N
Established Date: 11/14/2021
Established By: BM
Revised Date: 9/8/2024
Revised By: SO
Class History: 7/5/2022- Update minimum qualifications; 9/19/2022- added by position age requirement; 1/1/2023 – Pay grade revised due to minimum wage increase; 1/1/24 - Pay grade revised due to annual market analysis; 9/8/24 – Revised Job Family/Job Code.