



**Job Title:** Quality Community Outreach Worker

**FLSA Classification** Non-Exempt

**Salary Grade**  
Grade 102

**Reports to**  
Chief Quality Officer

**Date**  
4/18/22023

## **JOB DESCRIPTION**

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### **Job Summary**

The Quality Community Outreach Worker will assist with engaging a target population to increase access to cancer screenings, referral to care and treatment after the screening is completed.

### **Job Duties**

- Successful completion of motivational interviewing training.
- Completion of required quarterly training.
- Utilize motivational interviewing skills when speaking with patients.
- Conduct brief interventions between patients and providers that raise awareness of their health care concerns and motivate patients to make behavioral changes.
- Address social determinants of health and give resources as needed (including food, housing etc.)
- Address barriers to cancer screenings and other preventative healthcare needs.
- Collaborating with other departments within Packard Health and other community partners to assist with patient's needs.
- Regular follow-up with patients, community partners, and other healthcare workers.
- Ensure a positive patient and family experience.
- Ability to meet people where they are.
- Regularly report progress to Chief Quality Officer
- Self-motivated, proactive, independent
- Other duties as needed.

**Competencies**

- Technology skills - including knowledge of EMRs, data reporting systems, and Microsoft Office.
- Demonstrate flexibility and ability to adapt to change.
- Maintain strong organizational skills and attention to detail.
- Ability to work with leaders in other departments to achieve results.

**Work environment**

Typical office setting with occasional visits to medical office sites and/or community events.

**Physical demands**

- Able to sit for long periods of time.
- Able to utilize computer for significant portions of the day.
- Able to operate other standard office equipment.
- Attend community events as needed.

**Travel required**

Occasional local travel to other Packard Health sites for meetings, community events

**Required education and experience**

- High School diploma or GED
- Significant knowledge of Electronic Medical Records and associated operational workflows.
- Commitment to service
- Ability to meet people where they are.

**Preferred but not required education and experience.**

- Bilingual Spanish

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*This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job.*

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