

# **LIHEAP Outreach/Intake Specialist**

**Division:** Wellness Promotion  
**Immediate Supervisor:** Director of Wellness Promotion  
**Bloodborne Pathogen Risk Classification:** 2  
**Fair Labor Standards Act (Exempt Status):** N/E  
**Salary Schedule Pay Grade:** 1

**Updated: August 2018**

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As with any public sector employment, job descriptions, performance standards, and duties assigned are subject to change dependant on funding allocation and community expectations.

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## **Summary of Duties:**

1. Perform receptionist/clerical duties for all divisions of the Health Department and personnel, as directed.
  2. Operate office machines, computer equipment, and telephone system. Direct calls to appropriate individuals/divisions.
  3. Perform data-entry and maintain records; prepare reports as needed.
  4. Take applications for health department programs at various locations throughout the County as assigned.
  5. Responsible to document and verify all application information.
  6. Provide referrals to persons in need to other resources when health department programs are not available or appropriate and provide linkages with area social service agencies to increase network of available referral resources.
  7. Assist the Program Coordinators with required report preparation.
  8. Work with the public; exhibiting courteous behavior, non-judgmental attitude and maintaining client confidentiality.
  9. Performs other duties as required and/or assigned.
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## **Minimum Qualifications:**

Requires certification of graduation from high school or its equivalent.

Requires knowledge of secretarial procedures and practices.

Requires computer skills and typing speed of 40 w.p.m.

Must understand and respect program/client confidentiality.

Must have above average communication skills.

Ownership or regular access to a private automobile, possession of a valid operator's license, and maintenance of a good driving record.

**Essential/Non-Essential Functions:**

Under direct supervision, perform clerical duties and tasks which follow established procedures. Perform typing duties and operate various office equipment.

Commands the capacity to maintain confidentiality and exercise courtesy and tact at all times.

Requires an ability to understand and follow oral and written instructions.

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**Physical/Mental Attributes:**

Must be multi-task oriented. Efficient, able to organize and prioritize multiple tasks. Work well independently and as a team member. Handle assigned tasks with minimal supervision.

Must be able to stand and manipulate office machines. Must be able to write and operate a keyboard. Must be able to lift and carry equipment and supplies not to exceed twenty-five (25) pounds. Must have the ability to perform duties requiring audio and visual senses.

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**Public Health Workforce Competencies**

All Knox County Health Department positions are assigned competencies from the "Core Competencies for Public Health Professionals," defined by the 10 Essential Public Health Services. The competencies are organized into 8 domains with specific competencies that match this positions required skills.

Descriptions of each competency can be found at:

[http://www.phf.org/programs/corecompetencies/Pages/Core\\_Public\\_Health\\_Competencies\\_Tools.aspx](http://www.phf.org/programs/corecompetencies/Pages/Core_Public_Health_Competencies_Tools.aspx)

- Analytical/Assessment Skills (1A1)
  - Policy Development/Program Planning Skills (2A2, 2A4)
  - Communication Skills (3A1, 3A2, 3A5)
  - Cultural Competency Skills (4A1, 4A2, 4A4)
  - Community Dimensions of Practice Skills (5A1, 5A2, 5A7, 5A9)
  - Public Health Sciences Skills (6A1, 6A6, 6A9)
  - Financial Planning and Management Skills (7A3, 7A10)
  - Leadership and Systems Thinking Skills (8A1, 8A7)
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**Performance Standards:**

Performance will be measured in accordance with the Knox County Health Department approved evaluation tool and established work performance standards.

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Administrator Signature

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Employee Signature