Job Title: Maternal Child Health Program Assistant  
Employment Category: Full-Time  
FLSA Status: Non-Exempt  
Department: Community Health and Family Wellness  
Reports To: Maternal Child Health RN/Healthy Start Coordinator  
Supervisory Responsibilities: None  
Salary Level: Based on skills/experience

Position Summary: This position involves clerical activities, education and outreach to potential clients and local health care and social services agencies to increase client recruitment for Healthy Start and other Maternal Child Health programs. Administrative roles include maintaining client records and completing required reporting to contract office. Publishes flyers and other marketing materials, introduces the program to other referring agencies and clinics, and coordinates marketing efforts for Maternal Child Health Programs. Outreach worker will work closely with MCH/Healthy Start RN to provide home visits and participate in case conferencing.

Essential Duties and Responsibilities:
• Work with the American Indian population and provide outreach services to inform community about maternal and child health, family advocacy and social services.
• Remain available to meet/talk with families who may be eligible for Maternal Child Health program services.
• Keep community locations stocked with Maternal Child Health program and other brochures and advertisements.
• Maintain Social Media presence of Maternal Child Health programs.
• Make phone calls to potential and enrolled participants for recruitment and follow up, verifying whether appointments were attended, if there are continuing needs, and whether home visits are needed.
• Assist the Healthy Start MCH Nurse/Healthy Start Coordinator with scheduling and completion of home and office visits for Maternal Child Health program families.
• Make follow up phone calls to agencies and providers where clients have been referred to verify whether services were received.
• Schedule, arrange and/or provide transportation for Maternal Child Health program families to appointments.
• Serve as an interdepartmental team member offering support for agency events/programs as needed.
• Assist with coordination of women’s circle as needed.
• Keep records of all outreach contacts and activities using project forms, compile monthly data reports; manage inventory of Health Education materials; assist the Healthy Start MCH Nurse with management and organization of case management forms, files of participant records, logs of forms sent in for data entry, and quarterly reports. Assist with inventory management for incentive programs.
• Refer clients to other agency departments or other community agencies as appropriate to assist in resolving problems facing urban AI/AN community concerning unmet physical or mental health needs, housing, education, benefit assistance, unemployment, crime prevention, substance abuse, smoking cessation, intimate partner violence and other needs as identified.
• Coordinate outreach efforts at health fairs, powwows and other community events to promote Maternal Child Health and other agency programming.
• Attend monthly Maternal Child Health Team meetings and other meetings as required.
• Travel to required meetings.
• Assist with coordination and oversight of Interns and volunteers as needed.
• All other duties as assigned.

**Education/Experience:** Valid high school diploma or general education degree (GED) required, bachelor’s degree in health-related field preferred. Training and certification in maternal child health related fields such as lactation counselor, doula, or early childhood education preferred. One year of experience in health or social service-related setting which enables the MCH Outreach Worker to provide culturally proficient health promotion education to target population required.

**Qualifications:**

• Exemplifies excellent customer service with clients, visitors, and other employees; shows courtesy, friendliness, helpfulness, and respect. Relates well and works collaboratively with all levels of staff in a professional manner.
• Able to adapt to changing work environment and client needs.
• Must have strong attention to detail and the ability to prioritize multiple competing projects and activities.
• Ability to work both independently and in a team environment. Must be self-directed. Proactively works with others to resolve problems with other departments and co-workers.
• Strong computer skills, including word processing and electronic file management. Proficient in Microsoft office (Word, Excel, Outlook, Publisher)
• Must be able to maintain confidentiality, handle crisis, and tolerate stress professionally.
• Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
• Ability to promote an alcohol, tobacco and drug free lifestyle.
• Ability to understand and carry out written and oral instructions.
• Ability to effectively present information in one-on-one and small group situations.
• Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
• Strong verbal and written communication skills.
• Basic knowledge of medical terminology and maternal and child health principles and practices.
• Working knowledge of community resources related to health and human services, maternal and child health and family support.
• Familiarity with effective outreach and community organization techniques, along with the ability to set up and organize materials and supplies in diverse locations. Ability to organize booths and exhibits to provide education to the public.
• Ability to assist in developing culturally appropriate informational materials.

**Other Requirements:** Familiarity and/or experience working with the Native American community at a local level; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations. Training requirements include participation in the following AIHFS trainings:
Cultural Sensitivity at AIHFS; HIPAA Compliance; Recipient Rights; and, Bloodborne Pathogens. Valid MI Chauffeur’s license required and must be kept current; other credential or licenses must be kept current and consistent with applicable regulations.

Work Environment/Physical Demands: The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).

Acknowledgement of Receipt

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE’S NAME (printed): ______________________________________________

EMPLOYEE’S SIGNATURE: ________________________________ DATE: __________

SUPERVISOR’S SIGNATURE: ________________________________ DATE: __________

EXECUTIVE DIRECTOR: _____________________________________________ DATE: __________

ENTERED INTO PERSONNEL FILE BY: ______________________ DATE: __________

Revised: April, 2013