



CLASS SPECIFICATION

Class Title: Health Response Worker I, II
Department: Health Administration
FLSA: Non-Exempt

Class Code: I - 5567; II - 5568
Grade: I – 11; II - 13
Eff. Date: 07/07/2021

GENERAL PURPOSE

Under close supervision of an administrative superior, performs routine entry level general and clerical work in disease response areas.

EXAMPLE OF DUTIES

Provides general and clerical support during outreach clinics and scheduled events. Helps with the set-up and take down of equipment and supplies for outreach, testing events, and mass clinic sites.

Assists clients with required paperwork. Provides health assessments and insurance coverage evaluations. Answers questions in consultation with the vaccinator and team leads. Performs data entry support at clinics, outreaches, and other scheduled events. Makes copies, organizes paperwork, and provides other clerical duties as assigned.

Collects clinic supplies, restocks used items, and helps maintain supply inventory. Collects encounter forms, inputs data into systems, and files records according to established protocols.

Provides customer service support in the call center. Answers incoming calls and provides assistance to callers with appointment scheduling and answering of questions. Conducts calls to community members as directed.

Conducts disease investigation interviews. Collects and documents required information and enters into data collection systems. Provides accurate and up-to-date information to cases/contacts. Ensures confidentiality is maintained at all times and ensures client's personal health information (PHI) is handled and stored properly.

Assists with testing events by collecting specimens, running test results, providing results to clients, inputting results into data systems, and complying with test performance requirements.

Assists in the investigation, contact tracing and control of disease outbreaks in various venues/entities including schools, worksites, healthcare facilities and community events. Works in a team and supports the activities needed for successful outcomes.

Manages, organizes, provides and replenishes Personal Protective Equipment (PPE) for employees and outside agencies. Works closely with administrative supervisors to ensure fleet vehicles are clean, working properly, gassed up, and adequately stocked with needed supplies/equipment. When assigned, transports vaccine, supplies, equipment, paperwork and other needed materials to clinics and offsite events.

Assists with scheduling of staff and testing/vaccination events.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Health Response Worker Level I: High School graduation or GED.

Health Response Worker Level II: High School graduation or GED plus two (2) years of full time general work experience; six (6) months of which must include work experience in a health related field; **OR** an acceptable combination of college education and experience.

Preference for:

- Coursework in a health related field; must provide transcripts.
- Fluency in more than one language. Note: Fluency defined as the ability to verbally interpret and translate written documents from English to another language and from another language to English.

2. Other Requirements:

Must pass a criminal history background investigation as required by the position.

Must possess a valid driver license; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills, and Abilities:

Knowledge of: departmental practices, policies and procedures, standard office computer operations and software applications.

Skill in: keyboarding as required by the position; using all applicable computer hardware and software applications; using a multi-line telephone.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: proofread and correct documents and forms; operate applicable computer software and hardware; operate multi-line telephone and modern office equipment; correctly use grammar, spelling, and punctuation; perform routine and detailed clerical duties. Interact and communicate effectively and respectfully with persons of all ages, abilities, socioeconomic status, education, race, ethnicity, sexual orientation, and lifestyles; contribute to a professional work environment where continuous quality improvement is practiced; establish and maintain



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effective working relationships with supervisors, other employees, health care providers, community members, and the general public; work in and communicate effectively with department teams; maintain cultural sensitivity; follow written and verbal instructions; exercise sound independent judgment; work with minimal supervision; manages workload in a timely and effective manner.

WORKING CONDITIONS:

COVID vaccination is conducted at different locations, which could include a drive-through model in all types of weather conditions, a clinic setting and/or schools or other employment locations. Work will require driving a motor vehicle from site to site, a different site each day may happen; work in uncomfortable conditions, i.e. hot, cold, aromatic, noisy and/or dirty.

Position requires frequent exposure to the public with contagious or infectious diseases; interactions with angry, agitated and otherwise upset individuals; situations involving high-stress, confrontational, emotionally charged, or uncomfortable circumstances; exposure to hazardous chemicals. This position may require the use of a respirator - medical clearance, training, and fit testing will be provided. ALL PPE WILL BE PROVIDED

Requires sitting and standing for long periods of time; performing repetitive motor tasks; regular walking, stooping, standing, bending, twisting, sitting, carrying, pushing, pulling as well as occasional lifting and/or otherwise moving objects weighing up to 50 pounds; use of tools or equipment requiring a high degree of dexterity.; maintaining concentrated attention to detail, communicating via email and cellular phone is required.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***

Approval Information

Date:	7/07/2021
Department Approval:	Brian Hatch
HR Generalist Approval:	Hollie Holley
Classification Approval:	Marina Brito