



Heluna Health

Heluna Health/CC Health Services JOB DESCRIPTION

Job Title: COVID-19 Ambassador Support
Program Name: Contra Costa Health Services, 0778.0101
Location: Martinez, CA and Remote
Position Status: Part Time and Full Time, non-exempt
Travel Required: Travel required to county and community locations, 60%
Reports to: Project Manager
Salary: \$18.59 (Positions funded through 6/30/21)
Revised: 1/20/2021

SUMMARY

Ambassador Support positions will be hired to implement activities for a new COVID-19 Ambassador Pilot Project focused on promoting CCHS COVID-19 testing, vaccination and community best practices for safety, primarily for communities that are underserved or experiencing a surge in cases. The Ambassador Support positions will obtain additional focused guidance and more direct supervision in the role. Both the Community Health Ambassadors and Ambassador Support Team members will be trained to conduct education and health promotion activities for the COVID-19 Ambassador Program in the Central, East and West regions of the County based upon health education and preventive health principles, the techniques of community organization and strategies to support new and existing community-based partner outreach efforts. These positions will assist with leading outreach throughout the county and perform related work as required.

The positions are initially funded through June 2021 with the possibility of extension based on available funding.

Two-Part Application Process - Only applicants completing steps 1 AND 2 below will be screened and moved forward in the hiring process:

1. All candidates **must** first confirm eligibility for the Workforce Innovation & Opportunity Act (WIOA) by clicking [here](https://www.wdbccc.com/bounce-back-contra-costajobseeker/) (<https://www.wdbccc.com/bounce-back-contra-costajobseeker/>) and scrolling down to the "Jobseekers" section to **complete the Request Information contact form to initiate WIOA screening.**

IMPORTANT: Please type "Ambassador" in the Message box.

Optional: View the informative videos on the page to learn benefits of WIOA

- **Who is eligible for WIOA?**
 - ✓ Unemployed or Underemployed Adult (receiving Unemployment Insurance or having proof of layoff notice)
 - ✓ Veterans and Eligible Spouses
 - ✓ Basic Skills Deficient
 - ✓ Justice Involved Individuals or Returning Residents
 - ✓ Individuals with Disability
 - ✓ Legally able to work in the United States



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- ✓ Low Income
- ✓ Proof of Selective Service Registration for males born after 1959
- ✓ Recipients of Public Assistance

2. **After successful WIOA enrollment, candidates are instructed to complete the job application.**

ESSENTIAL FUNCTIONS

The Ambassador Support positions will obtain additional focused guidance and more direct supervision while performing duties to support the Community Health Ambassadors and project overall. Both the Community Health Ambassadors and Ambassador Support Team members will be trained to conduct COVID-19 prevention education and health promotion activities to perform the following functions:

- Learns general department programs and available community resources in order to acquaint community residents with existing departmental programs
- Learn and perform outreach for community education on availability and range of health services and to locate community members in need of department services
- Attends meetings hosted by various civic groups, community agencies, businesses, and schools to encourage interest in the promotion of public health.
- Represents the department with select community organizations.
- Conducts surveys to determine community needs and collects statistical information
- Reviews promotions for literacy level and cultural competency.
- Maintains stock of educational materials and distributes educational material to clients; operates video-conferencing platforms;
- Assist with preparation of visual aids and display materials.
- Assist with preparation of reports and recommendations on community health needs and services available to meet them.
- Assists with facilitation of discussion groups on priority health issues and barriers.
- Publicizes health programs and services through various media.
- Understand, follow and carry out written and oral directions
- Perform community relations tasks
- Speak effectively before groups
- Acknowledge and respect cultural and linguistic differences of the County's diverse population
- Provides and promotes excellent internal and external customer service.

JOB QUALIFICATIONS

- Microsoft applications (Outlook, PowerPoint, Excel, Word, Teams)
- Web conferencing platforms
- Public speaking
- Must be able to confirm WIOA eligibility and enrollment



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- *Desirable skills:* Bilingual in one or more of the following languages (Spanish, Chinese, Tagalog, Lao, Vietnamese, Korean, and Nepalese)

Education/Experience

Education: High School Diploma and/or GED or training preferred, but not required.

Preferred Experience: Any amount of experience having direct responsibility or participation in providing customer service and/or community outreach, client education, training, and support services in a community program that promotes health and health education.

PHYSICAL DEMANDS

Stand	Frequently
Walk	Occasionally
Sit	Frequently
Handling / Fingering	Frequently
Reach Outward	Occasionally
Reach Above Shoulder	Occasionally
Climb, Crawl, Kneel, Bend	Occasionally
Lift / Carry	Occasionally - Up to 50 lbs
Push/Pull	Occasionally - Up to 50 lbs
See	Constantly
Taste/ Smell	Not Applicable

Not Applicable *Not required for essential functions*

Occasionally *(0 - 2 hrs/day)*

Frequently *(2 - 5 hrs/day)*

Constantly *(5+ hrs/day)*

WORK ENVIRONMENT

Varies - Remote, and county and community locations as assigned