

South Heartland District Health Department

Job Description

TITLE: CMA / LPN – Community Health Services Program Staff	OCCUPATION: Public Health Administration
POSITION STATUS: Full-time or Part-time, Regular	FLSA STATUS: Non-Exempt
WAGE RANGE: CMA \$16.69 - \$28.03 /hr (7/2025) LPN \$21.99 - \$35.88 / hr (7/2025)	DATE: June 2, 2024
REPORTS TO: Program Supervisor	APPROVED BY: Michele Bever

QUALIFICATIONS:

GENERAL: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and in a manner that is consistent with professional development standards of ethical conduct. This includes maintaining courteous, professional relationships with medical providers, staff, patients/clients, other healthcare facilities, service providers, and public. The requirements listed below are representative of the knowledge, skill and/or ability required.

QUALIFICATIONS/EXPERIENCE: Graduate of an accredited CMA or LPN program required. Experience in a clinic setting/vaccination experience preferred. Bilingual (fluent) in English and Spanish desired.

CERTIFICATION, LICENSES, REGISTRATIONS:

- CMA - Must be registered with the NDHHS as a medication aide to be delegated by physicians in outpatient settings the administration of medication.
- LPN - Current NE LPN license required
- Current Basic Life support (BLS) certification required
- Valid Nebraska driver's license, vehicle and safe driving record required.

CONDITIONS OF EMPLOYMENT:

- Must comply with organizational and departmental policies and procedures and various laws and regulations.
- Must possess a valid Nebraska driver's license.
- Must successfully pass a background check.
- Must possess demonstrated ability to relate to individuals and families of varied ethnic and cultural backgrounds, ages, and economic circumstances.
- Up-to-date on recommended vaccinations, including COVID-19 and influenza.

JOB SUMMARY: Under direct supervision of Immunization Program Supervisor or Community Health Services Coordinator, this position will support immunization and/or community health outreach services. This will include assisting with immunizations services to expand/increase availability throughout the community. Immunization program responsibilities will include but are not limited to assisting with temperature logs, inventory, patient scheduling, vaccine clinics as well as walk-in vaccines; assisting clinic manager with community projects, expansion of program, program evaluation and quality improvement projects. Community outreach activities to individuals and families in the South Heartland service area includes establishing linkages, facilitating communication between stakeholders and finding resources. Specific roles could include assisting with one or more of the following: promoting breast, cervical, colon cancer and cardiovascular risk factor screening and awareness; increasing community linkages to primary health care; assessing clients for social determinants of health needs and referring to resources; facilitating linkages to community resources for preventive screening, follow up and treatment, as well as chronic disease self-management; and supporting community efforts through education, advocacy, and problem solving.

PRIMARY JOB DUTIES may include a combination of the following activities:

- Cleaning – Ensuring that patient rooms/clinic area/waiting room are appropriately cleaned/sanitized, maintained, and stocked so that patients are protected, and staff have the appropriate items stocked and readily available.
- Vaccine Storage and Management – Support high-fidelity processes for receiving, logging, storing, monitoring and using vaccine.

- Injections – Under the supervision of a physician order and the supervisory RN(s), reviewing patient criteria, safely administering vaccinations for children and adults, and engaging in community activities as needed. Keeping parents/community health workers up to date on the processes and when and where they need to arrive for scheduled injections.
- Paperwork –Review of records to help prepare for vaccine clinics/walk-in appointments. Documents appropriate patient information in patient's medical record as well as in NESIIS in a factual, timely, accurate, thorough and concise manner. Protect patient health information as required by HIPAA legislation.
- Teamwork – When a free moment presents itself, making sure that fellow staff are doing ok and assist them as needed. Being available when needed to help with multiple programs and/or daily duties as needed.
- Complete CDC trainings and other trainings as required.
- Plan, prepare and implement projects/procedures for effective community outreach and enrichment. May assist in facilitating workshops, events and other functions pertaining to outreach programs.
- Conduct screenings and assessments (e.g., social determinants of health assessments, diabetes risk assessments, A1C testing, cholesterol checks, blood lead testing)
- Support and educate patients in understanding immunizations; screening results; medication management and adherence; exercise and nutrition; health care system navigation, and/or other health information and behaviors.
- Act as a patient advocate, with a goal to empower the community through knowledge delivery and skill-building. Bridge community, cultural, linguistic and educational barriers to encourage self-care and participation in prevention programs.
- Assure patients/clients obtain appropriate and timely services by making referrals, motivating and teaching people to seek care, teaching the importance of and assisting in set-up of follow up appointments, and coordinating care with other health provider personnel.
- Identify and help forge positive relationships with local businesses, faith-based organizations, health care providers, social service agencies, government offices and other community resources.
- Complete required education training and demonstrate competency in the use of the data and client management tools (e.g., Nebraska State Immunization Information System (NESIIS), MedIT, UniteUs, etc.) for documentation, assessments and referrals to resources.

OTHER Job Responsibilities:

- Attend and participate in department staff meetings
- Understand and support the use of proven (evidence-based) strategies to address health disparities.
- Serve as an information resource for health information in the four-county area as established by the goals and objectives developed by the South Heartland District Health Department. Represent SHDHD at community events, health fairs and other types of events, promoting SHDHD programs and services.
- Participate in continuous quality/performance improvement processes: participate in training and education opportunities to maintain and improve proficiency and effectiveness, incorporate new learning into daily work, gather data to identify areas for improvement, and monitor progress and success.
- Respond to emergencies. As directed by supervisor, participate in disaster support, communicable diseases, outbreaks, and investigations, in whatever role designated. Work with communities to provide support in areas of need. Assist with planning, consulting, interpretation/translation, investigating, and providing technical assistance.
- Provide accurate, complete and timely documentation of work activities and program data /statistics; prepare reports and summaries as requested.
- Work toward meeting the Core Competencies of Public Health (listed below).
- Other duties as assigned.

SCOPE OF AUTHORITY: This position does not have supervisory responsibilities.

FINANCIAL: Work within limitations of program budget, being mindful of the need for cost-effective use of resources. Provide data as requested to support financial reporting. Prepare reports and gather documentation for timely program invoicing and program accountability.

ACCOUNTABILITY: Utilize and incorporate professional standards of practice criteria and guidelines into program development, implementation, and evaluation. Participate in the process of continually improving quality and performance. Provide accurate and timely data, records and summary reports for reporting to the Board of Health or as required by program grants or contracts.

SECURITY/ACCESS: This employee will be issued picture identification and will understand and comply with agency security/access policies and procedures.

EXPOSURE TO HAZARDS: Characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and environmental temperature levels in the work environment are normal/moderate. Although universal precautions will be encouraged, there is risk of exposure to infectious waste and diseases or an unsanitary environment during the course of work activities. While performing the duties of this position, the employee may be occupationally exposed to outside weather conditions. The employee may need to drive in inclement weather and must have the ability to navigate out-of-town travel. The employee will be exposed to a variety of environments when visiting business sites such as high noise levels, dust and pollution for short periods of time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Practice within scope according to Nebraska state law
- Ability to maintain confidentiality at all times
- Ability to listen, read, comprehend, and effectively communicate and teach information both written and orally to all individuals.
- Ability to carry out written and oral instructions
- Knowledge of public health principles and techniques, basic sciences; knowledge of related cultural, social, and economic forces in family and group relationships. Knowledge of community health and welfare resources
- Ability to apply professional public health principles, techniques, and basic sciences at the health department and in the community
- Knowledge of available resources and organizations, including behavioral, psychosocial, medical, social and health services programs
- Ability to exercise judgment in the application of professional services
- Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners
- Ability to maintain an objective attitude and a calm, supportive demeanor when working with community partners and individuals
- Ability to gather, organize and analyze a variety of information
- Demonstrate commitment to the organizational mission
- Evidence of good grooming, professional manner and conduct
- Serve as a role model to colleagues
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job
- Understand and Practice Standard Precautions

IDENTIFIED SKILL SETS:

- Strong written and oral communication skills
- Excellent organizational and planning skills
- Critical thinking and problem-solving skills
- Ability to comply with work plans, reporting requirements, timelines and budgets per grants/contracts and SHDHD policies and procedures
- Ability to exercise professional judgment, courtesy and professionalism in daily interactions
- Excellent interpersonal skills: Ability to work in a team environment, establishing and maintaining collaborative and cooperative working relationships with staff and external partners
- Ability to maintain an objective attitude and maintain a calm, supportive demeanor when working with community processes and individuals
- Equipment. Responsible for proper and safe use and operation of supplies and equipment including but not limited to: vaccine storage and monitoring equipment, telephone, computer, printer, copier, LCD projector, and fax machine
- Computer Literacy. Ability to operate a personal computer and utilize a variety of software programs including word processing, database management, desktop publishing, social media platforms, and e-mail

PHYSICAL/CRITICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; walk, stand, and drive; use hands, fingers to handle or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk short distances, stoop, kneel, crouch or crawl, or demonstrate physical fitness activities. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move 30+ pounds. Specific vision abilities required include those of close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

SCOPE OF CONTACT WITH CLIENT POPULATION: In the course of performing the duties of this job, the employee may encounter volunteers, board members, and interested/impacted individuals from preschool to the geriatric age group, from varying cultural and ethnic backgrounds, from diverse regional locations, and from differing service-related sources. Must be knowledgeable and sensitive to the needs of vulnerable and at-risk populations and to issues about trauma and its effects; communicates the importance of trauma to others, and supports trauma-informed changes, health literacy and CLAS standards in service delivery.

IDENTIFIED CORE COMPETENCIES OF PUBLIC HEALTH:

Tier 1 – Front Line Staff/Entry Level. Tier 1 competencies apply to public health professionals who carry out the day-to-day tasks of public health organizations and are not in management positions. Responsibilities of these professionals may include data collection and analysis, fieldwork, program planning, outreach, communications, customer service, and program support. (from: Core Competencies for Public Health Professionals, Council on Linkages, 2021).

There are 8 domains of public health competency: Data Analytics and Assessment Skills, Policy Development and Program Planning Skills, Communication Skills, Health Equity Skills, Community Partnership Skills, Public Health Sciences Skills, Management and Finance Skills, Leadership and Systems Thinking Skills. Upon hire, new employees will complete a self-assessment of core competencies and, if needed, will work with their supervisor to develop a plan for core competency development that will support their specific position.

I have read the above job description and agree to carry out the responsibilities described therein.

Signed: _____ Date: _____

Director: _____ Date: _____