



Winnebago County

Health Department

WINNEBAGO COUNTY HEALTH DEPARTMENT JOB DESCRIPTION

Job Title:	Case Manager 1 / Drug Overdose Prevention Program Specialist – BASE Grant
Center:	Health Protection
Reports to:	Program Supervisor
FLSA Status:	Non-exempt
Grade Level:	14
Date Created/last reviewed:	October 24, 2024

OVERVIEW OF WINNEBAGO COUNTY HEALTH DEPARTMENT

Winnebago County Health Department is a Public Health Accreditation Board (PHAB) certified health department, serving approximately 300,000 people. The mission of the health department is to prevent disease, promote health, and engage the community to ensure the health of Winnebago County. Its vision is healthy people in a healthy community that promotes health equity. WCHD is proud to be a trauma-informed agency serving residents with safety, trustworthiness, choice, collaboration, and equity.

POSITION SUMMARY

ESSENTIAL FUNCTIONS:

Under the direction of the Program Supervisor, the Drug Overdose Prevention Program (DOPP) Specialist performs the following functions within the framework of Winnebago County Health Department's provision of the core functions and essential services of public health. Services provided routinely during normal business hours, on weekends and evenings as needed.

Responsibilities include:

- Increase awareness of substance use and misuse among youth and emerging adults.
- Reduce stigma associated with substance use disorder (SUD).
- Promote resources for SUD treatment recovery and support.
- Conducts individual and group training sessions to educate and distribute Naloxone kits to individuals in the community who are affected by opiate use and overdose
- Through outreach efforts to community organizations/businesses, provides training to individuals regarding naloxone use
- Completes all required documentation to track all trainings delivered and kits distributed
- Responsible for networking with other organizations who are in need of Naloxone trainings
- Conducts outreach, distribute and maintain inventory for naloxone "Red Boxes" provided to partner organizations/businesses
- Conducts outreach in the community to promote the WINNIE Harm Reduction Program and its services

- Provides harm reduction supplies including but not limited to, condoms, drug testing strips, clean needles, etc.
- Maintains inventory and distribution of naloxone to community training partners
- Participates in strategic planning for outreach and promotion of the overdose prevention program
- Implement rapid deployment strategies for naloxone and harm reduction supplies to target populations or areas where they can reach people who are at highest risk of experiencing or witnessing an overdose
- Maintain documentation for required monthly/quarterly reports on status of DOPP Trainings, naloxone distributed, # of individuals trained, Red Box distribution, etc.
- Report programmatic information regarding the required activities through the Illinois Saves Overdose portal

Leadership and Systems Thinking

- Incorporates ethical standards of practice into all interactions with individuals, organizations, and community members.
- Understands the role of public health programs such as the DOPP as part of a larger inter-related system of organizations that influence the health of populations at local, national, and global levels.
- Understands the role of professional development (e.g., training, mentoring, peer advising, coaching) to help improve program performance and participants in opportunities for program performance management.
- Contributes to a work environment where continuous quality improvements in service and professional practice are pursued.

Public Health Sciences

- Utilizes current evidence-based research on drug overdose prevention strategies for education, tracking and monitoring opioid use, harm reduction and post overdose that include medication assisted treatment, and connection to follow up services.
- Maintains confidentiality of all records data and information as required by department or state regulation.
- Ensures compliance with relevant state practice guidelines, community standards of care, and Federal and State laws and regulations.

Community Dimensions of Practice

- Establishes and maintains relationships with DOPP community partners to form a multi sector coalition and ensure coalition partnership input is used for developing, implementing, evaluating, and improving policies, programs, and services.
- Assists in the development of materials for WCHD Public Information Officer to utilize on WCHD social media and news print under the direction of the Health Protection Supervisor.
- Provides health information, interpretation, technical assistance and regulatory compliance advice to individuals, groups, and organizations from the general public, health and other agencies regarding Drug Overdose Prevention Program (DOPP) Strategies.

- Provides orientation for other WCHD staff and public health education/technical assistance to students and human service professionals in the community regarding DOPP trends and public health practices.
- Able to understand and communicate effectively to community residents from varying background experiences on substance use and in particular opioid use disorders, stigma reduction, and community resources available to help individuals with substance/opioid use disorders treatment and recovery.
- Winnebago County Health Department has adopted a pro-equity agenda to advance change and ensure that residents from vulnerable communities are incorporated.

Analysis and Assessment

- Can identify valid and reliable quantitative and qualitative data and information that can be used when assessing the trends and identifying the target population needs for naloxone distribution.
- Identifies assets and resources that can provide data to support goal and objectives for DOPP activities and outcome goals.
- Understands and is proficient in accessing information through technology and can disseminate information to coalition partners and community in general.
- Can explain to community members risk factors associated with Drug Overdose trends based on current national, regional and local data.

Policy Development and Program Planning

- Implements objectives and action plan established by DOPP coalition and DHS/SUPR grant Deliverables.
- Assists with the development of local and regional policy for drug overdose prevention based on needs of community health problems and grant objectives
- Maintains records and documentation that provides information on program use, and effectiveness of grant objectives to determine if goals are being achieved.

Communication and Cultural Competency

- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic, sexual orientations, lifestyles and physical abilities.
- Able to understand and communicate effectively to community residents from varying background experiences on substance use and in particular opioid use disorders, stigma reduction, and community resources available to help individuals with substance/opioid use disorders treatment and recovery.
- Describes the expression of diversity within Winnebago County and the impact of diversity on policies, programs, services, and health of the community.
- Ensures that the literacy of populations served is reflected in the HP policies, programs, and services.
- Utilizes appropriate messages understanding health literacy needs for social media tools to facilitate health and wellness information to target populations and community coalitions.
- Evaluates approaches for disseminating public health data and information regarding Health Promotion, Wellness, and disease prevention.

- Articulate and present targeted, culturally-appropriate information to help individuals and groups understand health promotion and disease prevention information, policies, regulations and local code.
- Adheres to ethical principles and Winnebago County and Winnebago County Health Departments' policy in the collection, maintenance, use, and dissemination of data and information.

Financial Planning and Management

- Contributes to the development and preparation of proposals for funding from external resources for drug overdose prevention programs.
- Collaborates in activities such as time studies that contribute to the development of budgets and the efficient use of resources.
- Contributes to and uses performance management systems for individual, program, and organizational improvement.

Other

- Performs public health emergency response duties as assigned and consistent with training and job classification to respond to public health threats.
- Participates in Department and community emergency response training and drills in support of public health emergency and disaster preparedness consistent with job classification.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Participates in trauma informed trainings as assigned.

BEHAVIOR EXPECTATIONS

- Treats others with courtesy, respect and a caring manner in all interactions.
- Continually looks for, suggests and works on better ways to conduct work.
- Promotes patient rights and ensures confidentiality and privacy at all times.
- Be open to new ideas and changes; encourages others to do the same.
- Willingly flexes to meet changing workload demands and priorities.
- Treats each employee as an equal and valued member of the team and works cooperatively with other employees to complete work.
- Regular attendance is required as need to accomplish job functions, including overtime as needed.
- Work collaboratively in all situations with staff and clients to establish safety and hope, build trust and provide trauma informed environment.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Education, Licensure, Certifications, Experience

- Bachelor Degree in Public Health, Health Education, Social Work, or Psychology required.

- Minimum of one (1) year in public speaking for groups or individuals preferred.
- Knowledge of presentation development, implementation and evaluation required.
- Knowledge/experience in marketing and promoting program services to targeted groups/populations required.
- Knowledge and understanding of substance use disorders preferred.
- Minimum one (1) year experience working with persons with opioid use disorders/ substance use disorders/ mental health diagnosis preferred.
- Bilingual communication skills preferred.
- Must have excellent communication and decision making skills
- Must be able to multi-task in a busy setting in presence of client community
- Must be a team player and have a strong work ethic
- Must be flexible, open to new ideas, creative and energetic
- Must be able to conduct trainings in the presence of large groups ranging from 5-50
- Must be able to prioritize and multi-task
- Navigate and negotiate through difficult situations
- Ability to communicate with all levels of individuals within the community
- Successful completion of Illinois Mandated Reporter online training (www.dcfstraining.org) within 1 month of employment.
- Successful completion of WCHD Blood Borne Pathogens and HIPAA trainings on an annual basis.
- Utilizes trauma informed care in order to be a support to Winnebago County Health Department staff and clients.
- Must participate in assigned trainings, including on-line training in the National Incident Management System (NIMS) offered through the Federal Emergency Management Agency to obtain the following certifications:
 - Within six (6) months of employment: ICS 100, ICS 200, ICS 700, and ICS 800
- Completion of 12 hours of continuing education annually.
- Valid driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.

Leadership and Systems Thinking Skills

- Knowledge of human relations, problem solving, conflict resolution, negotiation, decision making, critical, and analytical thinking skills.
- Incorporates systems thinking into public health practice through team building, group facilitation, leadership, and development of trust and capacity within the center, across the Health Department, and among community partners.
- Knowledge the principles of mentoring, peer advising, and coaching for public work force development.
- Knowledge of best practices in trauma-informed organizations and trauma-informed care

Public Health Sciences Skills

- Demonstrated ability in relating data and quality initiatives to the core Public Health functions and essential services of Public Health.
- Demonstrated ability in the application of federal, Illinois state, and local governmental privacy and confidentiality including HIPAA regarding individual and population data.
- Knowledge of the core functions and essential services of public health

- Knowledge of national public health accreditation standards and Illinois requirements for certified local health departments.

Community Dimensions of Practice Skills

- Knowledge of the methods and information used to identify population health status in the use of methods and instruments for collecting valid qualitative and quantitative data.
- Understanding of the difference of the roles between the role of governmental and non-governmental organizations in the development of partnerships and the delivery of community health services through the participation of key stakeholders.
- Winnebago County Health Department has adopted a pro-equity agenda to advance change and ensure that residents from vulnerable communities are incorporated.

Analysis and Assessment Skills

- Knowledge of data management and quality improvement tools and application to health improvement initiatives at the population level.
- Demonstrated ability to adhere to and assure ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Knowledge of quality improvement principles and their application to public health standards to population interventions.

Policy Development and Program Planning Skills

- Knowledge of planning, implementation, and evaluation techniques used in public health.
- Understanding of the relationship that policy influences practice.

Communication and Cultural Competency Skills

- Demonstrated ability to communicate effectively including in person, through print and electronic means.
- Knowledge that cultural, social, and behavioral factors play a significant role in the accessibility, availability, and delivery of public health.
- Knowledge of strategies for interactions with individuals and groups from diverse backgrounds.
- Demonstrated ability to apply teaching methods and techniques for presenting material and engaging a wide variety of audiences in learning experiences including but not limited to group process and facilitation; print and electronic educational materials; and formal presentations using a wide range of audio visual equipment.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles, and physical abilities.

Financial Planning and Management Skills

- Understanding the general financing of public health.
- Demonstrated ability in problem solving, decision making, critical and analytical thinking skills.

Other

- Must successfully complete a pre-employment/post offer drug screen.

- Must successfully complete a pre-employment/post offer background check, which may include; criminal and civil claims, credit report, finger printing, etc.
- Participates in trauma-informed trainings as assigned.
- Proficiency in use of advanced computer skills: email, word processing, databases and spreadsheets, and internet searches.
- Proficiency in the Health Department/County's data systems, including but not limited to CEMP, Illinois SAVES, etc.
- Ability to work longer shifts, nights, and weekends to meet operational needs as determined by management.
- Ability to meet the physical demands of the Essential Functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Engages in the following movements: Sitting, standing, walking, reaching and writing/typing frequently; climbing, balancing, stooping, kneeling, crouching, lifting, fingering, grasping, and feeling occasionally.
 - Must be able to lift and/or move up to 10 pounds frequently and 30 pounds occasionally.
 - Hearing ability sufficient enough to communicate with others effectively in person and over the phone
 - Visual ability must be sufficient enough to read documents, computer screen and drive a car.
 - Must be able to be fitted and wear NIOSH 95 mask, in conjunction with emergency preparedness.

TOOLS AND EQUIPMENT USED

Must be able to use multi-line telephone, fax machine, copy machine, calculator, computer, scanner and printer.

WORK ENVIRONMENT

The work environment 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.

While performing the duties of this job the employee works in a typical office environment. The employee is exposed to noise from close working conditions and significant work pace/pressures.

WCHD is committed to equity and social justice and advancing practices, strategies, and policies that promote fairness, justice, and opportunity for all.

Employees are empowered to do their work to the best of their ability as well as receive organizational support to help prevent and address secondary trauma.