



COUNTY OF ORANGE
Human Resource Services
333 W. Santa Ana Blvd,
Santa Ana, CA 92701
714-834-2555
<https://hrs.ocgov.com>

INVITES APPLICATIONS FOR THE POSITION OF:
Community Health Assistant II

SALARY

\$18.00 - \$23.79 Hourly \$1,440.00 - \$1,903.20 Biweekly \$3,120.00 - \$4,123.60 Monthly
\$37,440.00 - \$49,483.20 Annually

ISSUE DATE: 01/11/22

THE POSITION



COMMUNITY HEALTH ASSISTANT II

In addition to performance-based merit increases, this position is scheduled to receive salary range increases on the following dates:

Effective July 1, 2022 – 3.5% increase

Salary may be negotiable within the range listed above, based on position requirements and successful candidate's qualifications, subject to appropriate authorization.

*This recruitment is **open to the public** for a minimum of five (5) business days and will remain open on a continuous basis until **11:59 p.m. (PST)** on the day the needs of the County are met. Applicants are encouraged to apply immediately.*

This recruitment is being held to establish an open eligible list to fill current and future Community Health Assistant II vacancies within the Health Care Agency. This recruitment may also be used to fill positions in similar and/or lower classifications throughout the County of Orange.

THE AGENCY

The [County of Orange Health Care Agency \(HCA\)](#) is a dynamic organization dedicated to creating and supporting an environment that promotes the achievement of optimal individual, family and community health. Under the leadership of the Agency Director, a new and dynamic executive team with an organizational structure comprised of seven service areas - Administrative and Financial, Strategy and Special Projects, Mental Health and Recovery Services, Correctional Health, Office of Care Coordination, Medical Health and Public Health - is committed to meeting the health needs of the diverse Orange County community.

THE DEPARTMENT

Through assessment, policy development and assurance, [Public Health Services](#) provides a wide range of services aimed at reducing death and disability by reducing the transmission of communicable diseases, preventing and lessening the impact of chronic diseases, and ensuring

healthy and safe environments.

THE OPPORTUNITIES

Public Health Services currently has two (2) immediate vacancies. The Community Health Assistant (CHA) II within the Nutrition Services Program is responsible for the implementation of nutrition programs and regulations per Federal and State requirements. These positions are primarily funded by the [Women, Infants & Children \(WIC\)](#), Supplemental Nutrition and the [CalFresh Healthy Living \(CFHL\)](#) programs. The CHA II is needed to determine eligibility and provide more in-depth nutrition counseling in addition to data entry, checking in participants and printing food vouchers. Local programs are required to divide the eligibility determination into two steps. The CHA II supports compliance with this process. The incumbent will support the clinic needs by having a position that can do expanded tasks, thus improving clinic flow and client customer service. The WIC program offers services in Santa Ana, Buena Park, Anaheim and Westminster and the location of this position will be based on business needs. The schedule is Tuesday through Friday from 8:30AM – 5:00PM and Saturdays from 7:30AM – 4:00PM. The employee may be asked to work at different sites on occasion and will be reimbursed accordingly for the use of their personal vehicle. Proficiency in Spanish is highly desirable.

The second vacancy is within the Clinical Services Division, Pulmonary Disease Services (PDS) Tuberculosis (TB) Program. The TB Clinic provides diagnosis, treatment, health education, and prevention services for individuals with active or suspected TB disease. To ensure adherence to the TB treatment regimen lasting at least six-months, patients are placed on Directly Observed Therapy (DOT). The primary responsibility of this position is to provide in-person (field) DOT services to TB patients by travelling within Orange County. The position is critical to TB control to help ensure that patients complete treatment, reduce TB transmission in the community and prevent the development of drug resistance. The schedule for this position is Monday through Friday, 8:00AM – 5:00PM. The employee will travel within Orange County and will be reimbursed accordingly for the use of their personal vehicle. Proficiency in Spanish or Vietnamese is highly desirable.

DESIRABLE QUALIFICATIONS & CORE COMPETENCIES

The ideal candidate will possess two (2) or more years of experience working with adults, women, infants and children in a related field. Proficiency in Vietnamese or Spanish is highly desirable. In addition to the above, the ideal candidate will also possess the following core competencies:

Technical Knowledge | Experience

- Experience with data entry and managing databases
- Delivering services through telephone counseling or telehealth
- Implementing best practices including, but not limited to, delivering client/patient-centered care and performing comprehensive services
- Proficiency in Microsoft Office, including Word, Excel, PowerPoint, and Outlook
- Knowledge of State mandates, laws and County regulations related to Public Health and communicable disease control
- Counseling individuals and conducting group presentations

Relationship Building | Interpersonal Skills

- Establishing trust and creating a positive rapport with participants, partners, and the community
- Establishing and cultivating effective working relationships with various staff members, community agencies, and resources
- Participating in projects as a member of the team, and work on assigned tasks independently

Oral | Written Communication Skills

- Communicating effectively and professionally both verbally and in writing with individuals who may be facing medical, socioeconomic challenges, as well as external and internal partners within the Agency
- Presenting information that actively engages the audience in community centers and health fairs
- Catering presentations and information that is culturally appropriate to various communities of socioeconomic and cultural backgrounds

MINIMUM QUALIFICATIONS

Click [here](#) to learn more about the minimum qualifications for the **Community Health Assistant II** classification.

PHYSICAL & MENTAL REQUIREMENT, ENVIRONMENTAL AND WORKING CONDITIONS

Physical Requirements

The County of Orange is committed to providing a means for applicants who may have a disability to identify areas in which they may request a reasonable accommodation. The following is a description of the physical and mental abilities, which are customarily required to perform the essential job functions of this position. Applicants are encouraged to contact the Recruiter for any questions or to request an accommodation during the testing/selection process.

Possess vision sufficient to read standard text, blueprints and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility sufficient to frequently walk over uneven terrain and to stand, sit, bend, stoop, twist at the waist and frequently turn the neck up and down and side to side; possess manual dexterity to operate keyboards and write. Some assignments require ability to lift 30 lbs.

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations and decisions; possess the ability to remain calm and appropriately focused in difficult interpersonal situations involving diverse interests, conflict and firm deadlines.

Environmental Conditions

Will be required to: work in an office and field environment, where a high level of noise is present; drive to community sites and to meetings; work some evenings, weekends; some sites are fixed and others require set-up. Must be able to work at different sites with little advance notice.

RECRUITMENT PROCESS

Human Resource Services (HRS) will screen all applications to identify qualified candidates. After screening, only those candidates that meet the minimum qualifications will be referred to the next step in the selection procedures. Candidates will receive notification via e-mail of further procedures applicable to their status in the competition.

Veterans Employment Preference Policy (VEPP)

The County is committed to providing a mechanism to give preferential consideration in the employment process to veterans and their eligible spouses and will provide eligible participants the opportunity to receive interviews in the selection process for employment and paid internship openings. Please click [here](#) to review the policy.

Application Screening | Application Rating (Refer/Non-Refer)

Applications and supplemental responses will be screened for qualifications that are highly desirable and most needed to successfully perform the duties of this job. Only those applicants that meet the qualifications as listed in the job bulletin will be referred to the next step.

Online Assessment (Weighted 100%)

Applicants who meet desirable qualifications will be invited to participate in a series of online examinations related to the essential job functions. The most successful candidates will be placed on an eligible list.

Based on the Agency/Department's needs, the selection procedures listed above may be modified. Candidates will be notified via e-mail of any changes in the selection procedures.

Eligible List

Once the assessment has been completed, HRS will establish an eligible list of candidates. Candidates placed on the eligible list may be referred to a selection interview to be considered for present and future vacancies.

ADDITIONAL INFORMATION

Please see below for important information regarding COVID-19 related requirements.

The COVID-19 pandemic continues to evolve, and laws, regulations, and policies regarding COVID-19 are subject to change. The County of Orange is required to comply with all applicable State or County Public Health Orders, some of which require vaccination or testing as follows:

- *Workers, who provide services in certain Medical or High-Risk Settings, will be required to provide proof of full vaccination from COVID-19 or to wear a mask and undergo weekly COVID-19 testing.*
- *Workers, who provide services in certain Health Care Facilities or in a correctional facility or detention center where health care is provided, will be required to provide proof that they are fully vaccinated and boosted. (Workers may be exempt from this requirement based on religious beliefs or a qualifying medical reason; however, if exempted, they will be required to wear a mask and undergo weekly COVID-19 testing.)*

The position for which you are applying may be required to adhere to any applicable State or County Public Health Orders. You will receive notification of any requirement as it applies to a position.

Email Notification

Email is the primary form of notification during the recruitment process. Please ensure your correct email address is included in our application and use only one email account.

NOTE: User accounts are established for one person only and should not be shared with another person. Multiple applications with multiple users may jeopardize your status in the recruitment process for any positions for which you apply.

Candidates will be notified regarding their status as the recruitment proceeds via email through the GovernmentJobs.com site. Please check your email folders, including spam/junk folders, and/or accept emails ending with "governmentjobs.com" and "ocgov.com." If your email address should change, please update your profile at www.governmentjobs.com.

Frequently Asked Questions

Click [here](#) for additional Frequently Asked Questions.

For specific information pertaining to this recruitment, please contact John Duckson at [\(714\) 834-3119](tel:(714)834-3119) or jduckson@ochca.com.

EEO INFORMATION

Orange County, as an equal employment opportunity employer, encourages applicants from diverse backgrounds to apply.



Community Health Assistant II Supplemental Questionnaire

- * 1. Do you possess two (2) or more years of experience in a related field that would provide the knowledge and abilities listed in the job bulletin?
 - Yes
 - No

- * 2. Please describe your experience providing services to adults, women, infants and children in a public health program or community health setting. Include in your response, years of experience for each organization and your responsibilities. If you do not have experience in this, please type "N/A".

- * 3. Select the following program(s) you are interested in:
 - Nutrition Services Program
 - Pulmonary Disease Services (PDS) Tuberculosis (TB) Program
 - Either Program

- * 4. Please describe your data entry experience. Include in your response, years of experience and the organization you obtained this experience from. If you do not have experience in this, please type "N/A".

- * 5. Please describe your experience providing telephone counseling or telehealth. Include in your response, years of experience and the organization you obtained this experience from. If you do not have experience in this, please type "N/A".

- * 6. Please describe your experience providing individual and group counseling and/or presentations. Include in your response, years of experience and the organization you obtained this experience from. If you do not have experience in this, please type "N/A".

- * 7. In addition to English, what other language can you speak, read and write fluently?
 - Spanish
 - Vietnamese
 - None of above

- * Required Question