



**Code: 3743**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health Nursing

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## **CLASS TITLE: PUBLIC HEALTH AIDE**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, performs para-professional health service support functions for an assigned departmental public health program, and performs related duties as required.

Positions in this class title *typically* work under the direction of a Public Health Nurse and are assigned to various programs within the Department of Public Health (e.g., Lead Poisoning Prevention and Healthy Homes, Tuberculosis, Mammography, Women, Infant and Children (WIC), Family Case Management, and Nursing Support Services).

Examples of core functions characterizing this class are provided below with the intent of providing parameters to adequately describe the level and scope of duties and responsibilities performed by these positions

### **ESSENTIAL DUTIES**

- Schedules and conducts home visits in support of public health programs (e.g., ensuring patients are provided with and taking Tuberculosis medications on a regular basis, visiting children identified with elevated blood lead levels, visiting high risk maternal women and children, etc.)
- Interviews clients and utilizes a checklist and/or questionnaire to gather demographic, health and wellbeing information
- Enrolls and registers clients in departmental programs and services, updates databases and medical record systems with client data and information obtained during home and clinic visits
- Schedules and reminds patients of their appointments, registers patients via a computerized system, mails test results to patients, and maintains patient files
- Observes the physical condition of clients and immediately reports any health concerns and questions to a Public Health Nurse
- Visits maternal patients to evaluate their home environment and instruct them in proper health care during pregnancy
- Visits families of newborn infants to demonstrate proper health care methods and practices
- Coordinates transportation services for clients in need and dispenses incentives to clients (e.g., money, bus cards, etc.) in an effort to gain program participation
- Travels to various locations throughout the City to locate and make contact with hard to reach clients
- Contacts outside health providers to obtain mammography films and referrals for patients
- Educates patients on the importance of healthy living (e.g., treatment of children with elevated blood lead levels, proper nutrition, importance of immunizations and regular pediatric visit) and distributes pamphlets, brochures and literature to clients on health care, treatment and programs
- Confers with Public Health Nurses to discuss client caseloads and status of home visit(s)
- Prepares work evaluation reports related to client caseloads
- Refers clients to other healthcare, social service and/or community agencies, as required
- Attends community and health fairs to discuss departmental programs and services, as required

- Picks up and delivers specimens, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience**

- One year of work experience in a healthcare, social or community service organization; or an equivalent combination of education, training, and experience

### **Licensure, Certification, or Other Qualifications**

- Some positions may require a valid State of Illinois driver's license and the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability

## **WORKING CONDITIONS**

- General office environment
- Medical facilities environment (e.g., health center, clinic)
- Exposure to outdoor weather conditions

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Medical materials, instruments and supplies (e.g., masks, gloves, stethoscopes, scales, thermometer, urine dips)

## **PHYSICAL REQUIREMENTS**

- Ability to access multi-level buildings
- Some moving or lifting of medical equipment and supplies

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Some knowledge of:

- geographical locations in the City
- health, community and social service trends, issues, programs and services
- applicable federal, state, and local laws, regulations, and guidelines
- applicable computer software packages and applications
- particular needs, issues, and concerns of specific communities or groups (e.g., pregnant women, infants, children)
- \*recordkeeping principles and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
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