



CLASS TITLE | COMMUNITY HEALTH WORKER

PAY GRADE: OT-16 | www.cityoftulsa.org/pay

Effective Date: 09/23/2026

CLASS CODE: 6580

PURPOSE OF THE CLASSIFICATION: Under general supervision, builds trusted relationships, provides culturally responsive guidance, and assists individuals with access to health and social services; responsible for community outreach, referral coordination, reducing barriers to care, supporting documentation and continuous improvement efforts to strengthen equitable access to resources across diverse neighborhoods; and performs other related assigned duties.

ESSENTIAL TASKS:

- Conducts community outreach in neighborhoods, at events, in clinics, and partner sites to identify and engage eligible residents
- Serves as a liaison between community members and clinical and service providers
- Provides culturally relevant health education on prevention, healthy living, early detection, early childhood supports, and other topics aligned with internal and external health priorities
- Assists residents with eligibility questions, referrals, and access to medical, behavioral health, chronic disease, and early childhood services including lung cancer screening
- Follow up on referrals to confirm successful service connection, support adherence to recommend screenings or care, and help resolve logistical or cultural barriers
- Records outreach activities, referrals, screening participation, and outcomes using data systems that support program evaluation, disparity tracking, and grant reporting needs
- Offers informal coaching, encouragement, and self-management support that promotes sustained engagement in prevention, screening, and follow-up care pathways
- Advocates for resident needs across health and social service systems and share community feedback to inform co-developed initiatives
- Assists with scheduling, preparing materials, and completing administrative tasks that strengthen screening efforts, program implementation, and transparent public reporting
- Supports coordination with partner organizations and intergovernmental planning teams, contributing to join initiative design and community-facing activities
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and,**



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- (b) Three (3) years of experience in community health, social services, or related fields; experience working with low-income families or early childhood or home visitation programs *preferred*

Knowledge, Abilities and Skills:

Knowledge of:

- Tulsa communities, service resources, cultural competency, and social determinants of health

Ability to:

- Provide empathetic customer service and engage in sensitive situations
- Manage multiple tasks
- Work independently

Skill in:

- Strong communication and relationship-building with diverse populations
- Time management and organization
- Essential digital skills (email, communication platforms, documentation tools)

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, calculator and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, bending and reaching; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

1. Possession of a valid Oklahoma Class "D" Driver license
2. Possession of **or** the ability to obtain the following certifications or completion of training within six (6) months of date of hire
 - Community Health Worker Certification
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Cardiopulmonary Resuscitation (CPR)

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; requires some travel to various locations.

EEO Code: N-05

Group: Clerical and Administrative

Series: Urban Development