



USC University of
Southern California

Specialist, Clinical Outreach Job Description

JOB INFORMATION

Job Code:	133026
Job Title:	Specialist, Clinical Outreach
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Clinical Support
Job Family Group:	Clinical Administration 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Plans and implements engagement services and activities for community clinics and/or health centers. May lead the development and maintenance of effective relationships with the surrounding community and any relevant external agencies.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in clinical environments and community outreach initiatives/organizations.
X		Excellent written and oral communications skills, able to communicate clearly and effectively with individuals at all levels within the university, governmental agencies, and various diverse groups.
X		Experience building and maintaining relationships with healthcare providers/organizations serving priority populations.
X		Demonstrated ability to exercise independent judgment and make high-level decisions.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Multilingual communication skills, fluent in Spanish and/or other languages beyond English.
	X	Demonstrated experience leading community outreach initiatives.
	X	Extensive experience in community engagement and research.
	X	Demonstrated knowledge of clinical trials.
	X	Proven experience with conflict resolution, mediation, counseling, and identifying and resolving problems.
	X	Demonstrated understanding and appreciation of the cultural vibrancy and historical significance of local communities in Los Angeles and Southern California.
	X	Extensive knowledge and/or understanding of numerous cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the development and implementation of clinical outreach activities focused on community providers, clinics and/or federally qualified health centers. Assists with scheduling appointments and transportation, including documentation in all relevant systems. Researches and identifies potential funding sources for program/project budgets and expansion opportunities.				
Serves as a liaison between the university and external research teams (e.g., Children's Hospital Los Angeles) conducting trials, and with all relevant key stakeholders (e.g., investigators, providers, patients and their families). Ensures continuity of care and open communication between all involved parties. Refers patients with needs beyond scope to appropriate managers/stakeholders.				
Develops and plans programs to engage, inform and support employees and the community. Schedules, organizes, and administers events educating and informing communities about program/project/organization causes and details. Manages and maintains accurate, comprehensive documentation (e.g., records) and monitors data security. Stays current with changes in laws, regulations, and technologies which may affect operations.				
Helps establish goals, priorities, and standards, and monitors compliance and progress. Administers marketing strategies to increase event awareness and community involvement. Informs patients of preventive services, their rights and responsibilities, and general procedures. Creates and distributes relevant, in-depth publications (e.g., newsletters, blog posts, social media).				
Works with members of other internal/external community outreach groups and agencies to identify and develop effective improvement strategies. Responds to referrals for education and outreach. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
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ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are

not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.