

# MEDICAL AND HEALTH PROGRAM CONSULTANT

Schematic Code 14800 (31000193)

## I. DESCRIPTION OF WORK

Positions in this banded class provide consultative and educational support in medical and health programs to a variety of audiences. Incumbents of these positions typically provide expert advice and consultation within the areas assigned. They may provide technical expertise and guidance in assessing, developing and implementing educational and research materials to meet public health needs.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Under close supervision, positions at this level assist in consultation activities, which may include developing education programs and marketing programs dealing with health issues. They assist in planning and implement public health education programs designed to recognize and solve health problems. They may participate in workshops and conferences to define and promote community health needs.</p>	<p>Under general supervision, positions at this level typically plan and implement a public health education program. They prepare, select, assemble and distribute educational materials. They assist in planning, developing and conducting patient education and counseling sessions, workshops, conferences and training opportunities.</p>	<p>Positions at this level typically independently lead public health educational efforts for an assigned area. They research specific public health issues, including existing approaches for educating the public and marketing the program. They may collect and compile health and community data to be used in determining program needs related to disease management. They design programs to incorporate this research and select the most appropriate marketing strategies. They may be responsible for selecting and training new staff, and guiding and mentoring staff. They may also participate in program planning, policymaking and the development of system-wide public health education programs.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge - Technical</b>	Knowledge of the principles and practices of public health and public health education activities. Knowledge of emerging public health issues. Knowledge of educational theory and techniques in the field of public health education. Knowledge of journalistic principles and methods of preparing subject matter in the promotion of public health activities.
<b>Consulting/Advising</b>	Ability to provide advice and counsel. Ability to understand the community to be served or target audience, and its specific health concerns and culture. Ability to identify barriers to appropriate disease management and health promotion.
<b>Client/Customer Service</b>	Ability to develop and maintain professional relationships with the community or target audience by listening, understanding and responding to identified needs.
<b>Coaching/Mentoring</b>	Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help the audience to strengthen their understanding of and capacity to deal with health issues.
<b>Communication</b>	Ability to establish and maintain effective communications and work relationships with Physicians, health care personnel, and the community. Ability to convey information clearly and concisely either verbally or in writing regarding the public health issue or concern to ensure that the audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Technical**

Knowledge of the principles and practices of public health and public health education activities. Knowledge of emerging public health issues. Knowledge of educational theory and techniques in the field of public health education. Knowledge of journalistic principles and methods of preparing subject matter in the promotion of public health activities.

Contributing	Journey	Advanced
<p>Basic knowledge of the principles and practices of public health and public health education activities.</p> <p>Basic knowledge of emerging public health issues.</p> <p>Basic knowledge of educational theory and techniques in the field of public health education.</p> <p>Basic knowledge of journalistic principles and methods of preparing subject matter in the promotion of public health activities.</p> <p>Basic knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment.</p>	<p>Working knowledge of the principles and practices of public health and public health education activities.</p> <p>Working knowledge of emerging public health issues.</p> <p>Working knowledge of educational theory and techniques in the field of public health education.</p> <p>Working knowledge of journalistic principles and methods of preparing subject matter in the promotion of public health activities.</p> <p>Working knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment.</p> <p>Working knowledge of adult learning principles and teaching techniques.</p>	<p>Full knowledge of the principles and practices of public health and public health education activities.</p> <p>Full knowledge of emerging public health issues.</p> <p>Full knowledge of educational theory and techniques in the field of public health education.</p> <p>Full knowledge of journalistic principles and methods of preparing subject matter in the promotion of public health activities.</p> <p>Full knowledge of principles and practices of state and federal standards, certifying and accrediting bodies, guidelines, and regulations applicable to area of assignment.</p> <p>Ability to collect and compile appropriate health and community data.</p>

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

**Consulting/Advising**

Ability to provide advice and counsel. Ability to understand the community to be served or target audience, and its specific health concerns and culture. Ability to identify barriers to appropriate disease management and health promotion.

Contributing	Journey	Advanced
<p>Ability to consult with Public Health physicians and practitioners regarding emerging health issues and the most appropriate prevention and treatment strategies available.</p>	<p>Ability to provide appropriate consultation and advice on the specific public health issue assigned.</p> <p>Ability to be a resource for the community in the assigned area of concern.</p>	<p>Ability to work with a wide variety of public health specialists and members of the community.</p>

**Client/Customer Service**

Ability to develop and maintain professional relationships with the community or target audience by listening, understanding and responding to identified needs.

Contributing	Journey	Advanced
<p>Ability to establish appropriate professional relationships with the target audience.</p> <p>Ability to approach job as an opportunity to assist the community in understanding public health issues and committing to improving responses to those issues.</p> <p>Ability to use a friendly, informative, and helpful approach.</p> <p>Ability to provide services in a timely manner.</p>	<p>Ability to provide guidance and assistance.</p> <p>Ability to work in partnership with community leaders as well as Public Health practitioners in planning, scheduling and providing educational services.</p>	<p>Ability to develop a professional relationship with the community or target audience while assisting them in understanding public health issues and possible approaches for dealing with those issues.</p> <p>Ability to work with staff to update/revise processes to improve educational outcomes.</p> <p>Ability to coordinate and collaborate with staff, Public Health specialists and the community.</p>

**Coaching/Mentoring**

Knowledge of teaching and consulting techniques. Ability to provide guidance and feedback to help the audience to strengthen their understanding of and capacity to deal with health issues.

Contributing	Journey	Advanced
<p>Ability to provide education on disease processes, treatment and self-care.</p>	<p>Ability to effectively educate members of the community through development and dissemination of news releases and feature stories, conducting workshops, conferences and other educational events.</p> <p>Ability to provide support and assistance to peers/co-workers.</p>	<p>Ability to design and establish innovative approaches to educating the public on emerging public health issues.</p> <p>Ability to precept and mentor staff.</p>

**Communication**

Ability to establish and maintain effective communications and work relationships with Physicians, health care personnel, and the community. Ability to convey information clearly and concisely either verbally or in writing regarding the public health issue or concern to ensure that the audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate public health information to the community using layman's terms.</p> <p>Skill in observing behavior and mannerisms.</p> <p>Ability to actively listen.</p>	<p>Ability to communicate with members of the community in a manner supportive of adopting appropriate behaviors with regard to specific health concerns.</p> <p>Ability to communicate information to the audience in a concise and descriptive manner, verbally, in writing, or by demonstration.</p> <p>Ability to document subjective and objective data, action taken and plan of care.</p> <p>Ability to effectively communicate to the audience in a manner to meet the individual learning needs.</p> <p>Ability to engage in public speaking.</p> <p>Ability to communicate through use of various technologies.</p>	<p>Knowledge of advanced communication techniques to members of the community, as well as members of the health care field.</p> <p>Skill in observing behavior and mannerisms.</p> <p>Ability to actively listen.</p> <p>Ability to determine the most effective method of communication (e.g., type of speech delivery, visual aids, etc.)</p>

**V. MINIMUM TRAINING & EXPERIENCE**

Bachelor's degree in public health or public health education, or equivalent combination of training and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.