



## **Job Title**

Contact Tracer

## **Primary Responsibilities**

A Contact Tracer is a non-licensed public health professional providing support to the Southeast District Health Department (SEDHD) in the fight against COVID-19. The contact tracer is responsible for contacting newly diagnosed COVID-19 patients and individuals who have been exposed to COVID-19 (contacts) and providing health education and guidance to interrupt ongoing disease transmission. Dialogue with cases and exposed contacts will be guided by standard protocols to obtain any symptom history and other relevant health information, provide instructions for isolation and quarantine, and make appropriate referrals to testing, clinical services, and other essential support services. This position will require prioritization, prompt action, and attention to detail in documentation and data management as multiple investigations will be conducted simultaneously. Contact tracers are required to follow all designated protocols and comply with policies and procedures provided by SEDHD regarding confidentiality and data security for the handling of sensitive patient information and protected health information.

## **Examples of Work Performed**

- Employ dynamic communication and interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing skills to build rapport and maintain trust with patients of varied backgrounds.
- Assure confidentiality and carry out efforts to locate and communicate with COVID-19 case patients in a manner that preserves the confidentiality and privacy of all involved.
- Notify close contacts of their exposure to COVID-19, following a script or guidance to provide COVID-19 health education. Conduct notification of exposure in a manner that maintains the confidentiality of the person who was diagnosed with COVID-19.
- Obtain and document relevant information, including contact demographics, underlying medical conditions, risk factors, and other required data elements.
- Provide approved information and guidance on isolation and quarantine procedures and what to do if symptoms develop. Coordinate referrals for testing, healthcare, and other supportive services, as needed.
- Assess contact's ability to safely and effectively quarantine at home, with adequate water, food, and other necessities. Identify barriers to necessary interventions and facilitate appropriate referrals. Collaborate with key service providers to transfer information and ensure expedited initiation of appropriate medical or social support services, per local protocols.
- Utilize a computer, tablet, and/or cell phone with appropriate access to required applications, databases, and/or web-based platforms, daily. Document pertinent information in COVID-19 contact tracing forms, and conduct data entry into health department data/surveillance systems while adhering to protocols for completeness, timeliness, and frequency.
- Collaborate and coordinate with a team of public health professionals to efficiently complete contact notification and monitoring assignments. Inform the team and supervisor when attempts to communicate with a contact are unsuccessful. Elevate complex situations to supervisor for further guidance.
- Participate in requisite trainings, regular program meetings and quality monitoring improvement activities to ensure and enhance the quality of contact notification activities and program outcomes.
- Maintain patient confidentiality and ensure that all information is collected in concordance with confidentiality standards.

## **Knowledge, Skills, and Abilities**

- Display positive public relations skills and work with all communities, lifestyles, physical abilities, sexual orientation, education, race, ethnicity, culture, etc.
- Readily assumes responsibility.
- Skilled in basic desktop software programs, including Microsoft Office, and ability to learn other software as needed.
- Ability to learn and utilize web-based programs
- Ability to work with various levels of agency management.
- Ability to read, write, and comprehend documents such as safety rules, healthcare laws, instructions, and policies/procedures.
- Ability to think strategically, communicate effectively, and articulate both orally and in writing.
- Ability to organize, analyze, and interpret technical information.
- Ability to be action-oriented, persevere, motivate others, and focus on program goals.
- Ability to establish and maintain positive and effective working relationships with coworkers, administrative support organizations, elected and appointed officials, representatives of other governmental entities, private industry and members of the general public.
- Ability to manage work processes and meet deadlines.
- Ability to organize, plan, and prioritize projects using time management skills.
- Ability to work independently and as part of a team.
- Ability to adapt to change and be flexible.
- Ability to assume additional responsibilities and assignments.
- Ability to exercise initiative, judgment, and discretion.

## **Working Conditions**

The position will require responding to public health emergencies with rapid turnaround times for communication, initiation and completion of assignments. The position will require daily use of a computer, telephone or cell phone, and access to a secure internet connection. This position may require moderate physical effort including lifting materials and equipment of less than 50 pounds and involves viewing a computer screen 50 to 75 percent of the time. The position may require both onsite and telework activities, while complying with all requirements for client confidentiality, records, and data security. The position may require working non-standard hours (i.e., evenings, weekends). The position may require some travel and occasional participation in off-site functions.

## **Minimum Qualifications**

High school diploma or equivalent required. Post high school coursework/training in community health education, biological science, adult/continuing education, or related field is preferred.

## **How to Apply**

Send resumes to Grant Brueggemann, Executive Director – [grant@sedhd.org](mailto:grant@sedhd.org)