



Tazewell County Health Department

OPEN POSITION

**TAZEWELL COUNTY HEALTH DEPARTMENT
Office of Planning
Contact Tracer**

The Tazewell County Health Department Office of Planning currently has a part time position for a Contact Tracer/COVID19 call line triage person open for applications of interest. This position begins immediately and will go through 5/31/21 with the possibility of extension for a longer period of time.

The position involves but is not limited to:

- Answering incoming calls regarding COVID19 from community members
- Identify Phone contact with individuals who test positive for COVID-19 (within 24 hours of a positive test)
- Gives education and guidance regarding disease and safe isolation practices. Ensures adherence to protocol. Follow up as necessary.
- Identifies barriers and needs of individuals to safely isolate and recover
- Provides appropriate referrals and/or works with other staff within the ID department
- Call the contacts to discuss their potential exposure
- Communicate with contacts in a professional and empathetic manner

See the attached Job Description for other essential duties and responsibilities.

Qualifications:

High school diploma required

Associates or some college preferred

Fluency in Spanish as a second language or in multiple languages is a plus

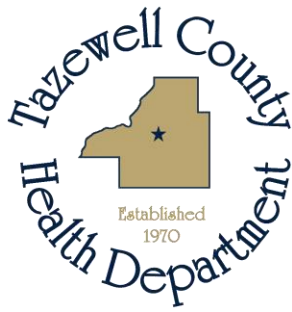
Hours: Part time position 25 hours per week, M-F 9 am - 2:30 pm

Salary Grade: 12

Rate of pay: \$16.43 per hour

Submit to Karla Burress, Tazewell County Health Department, 21306 Illinois Route 9, Tremont, IL 61568, kburress@tchd.net, (309) 929-0256.

**Position will remain open until filled.



Tazewell County Health Department

Job Description

Job Title:	Contact Tracer/Phone Triage
Department:	Office of Planning
Reports To:	Administrator
Job Status:	Part-Time Position
Grade:	12
FLSA Status:	Non-Exempt
Prepared By:	Karla Burress
Approved By:	Amy Fox
Approved Date:	6/2/2020

Summary: With direct supervision, performs general office duties and varied clerical tasks to support the activities and employees of the department.

Essential Duties and Responsibilities:

- Handle incoming COVID19 phone calls at TCHD.
- Gives education and guidance regarding disease and safe isolation practices. Ensures adherence to protocol. Follow up as necessary.
- Identifies barriers and needs of individuals to safely isolate and recover
- Provides appropriate referrals and/or works with other staff within the ID department
- Call the contacts to discuss their potential exposure
- Identify Phone contact with individuals who test positive for COVID-19 (within 24 hours of a positive test)
- Communicate with contacts in a professional and empathetic manner
- Collect and record client information into INEDSS and client resource management platform (CRM)
- Provide contacts with information about how to separate themselves from others who are not exposed, how to monitor themselves for illness, and if appropriate, refer them to testing according to procedures.
- Call each person under active monitoring daily for 14 days to check that there is no onset of symptoms
- Ability to handle confidential information with discretion and professionalism
- Proficiency with computer software and ability to learn how to use a CRM

Supervisory Responsibilities:

None

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The items listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Special Requirements: Must abide by all Departmental Policies as presented in the Personnel Policy Manual, any policies/procedures within the Department employed and all other duties as assigned.

- Must pass online Contact Tracing training within 2 days of hire
- Ability to alphabetize and be detail oriented
- Basic computer skills, including word processing and data entry
- Ability to greet and converse with a variety of client personalities and cultures in a professional manner

Education and/or Experience:

High school diploma required

Associates or some college preferred

Certificates, Licenses, Registrations:

Current driver's license

Current auto insurance

Knowledge:

- Knowledge of contact tracing methodology, survey interviewing techniques, quality control procedures, supervisory knowledge, project management.
- Knowledge of the core functions and essential services of public health
- Basic knowledge of HIPAA guidelines.

Language Skills:

Must have excellent oral and written communication skills. Ability to communicate verbally in a professional and empathetic manner. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, media, clients, customers, and the general public.

Mathematical Skills:

Must be able to understand the basics in mathematical processes in order to read and prepare numerical reports and spreadsheets. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Apply principles of good ethical/legal practice as they relate to study design and data collection.

The position requires the ability to interact with supervisors, co-workers, and public to include being flexible with work schedules and requests; remaining calm and courteous and exercising self-control when sharing information and when interacting with angry individuals; accepting criticism without over-reacting or getting angry; and being open to and sharing ideas as needed to conduct training and handle complaints.

The position requires the ability to make decisions and set priorities to include recognizing important elements of the job, estimating time needed to perform tasks, and drawing conclusions about problems/situations/cases based on provided facts as needed to identify problems and recommend actions for solutions, work with and without direct supervision, and respond to emergency situations.

Hardware/Software Skills:

Ability to use a telephone, photocopier, personal computer and Internet web browser and office productivity software, and other standard office equipment. In using a personal computer, the position requires the knowledge of computers, computer software and printers to include how to turn on/off, open, use and close Internet, word processing, spreadsheet, presentation, calendar, email and Internet software; or connect to a server and an Internet service provider; function of the keys, screens and commands of software; and routine maintenance (ink or toner cartridges, paper) as needed to perform tasks such as import/export files, enter information, and produce and print reports.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee's office work is conducted in the office building located at 21306 IL Rte. 9, Tremont, IL and other assigned locations within Tazewell County. While performing the duties of this job, the employee is occasionally exposed to risk of electric shock. The noise level in the work environment is usually moderate.

Form Updated: 9/20