

Position: Covid-19 Investigator/Contact Tracer

Department: Nursing

Salary:\$18-28 per hour depending on qualifications and experience

Effective Date: July 15, 2020-December 31, 2020



JOB SUMMARY: Under the supervision of the Nursing Director, with other CUPHD staff as determined by the Local Health Officer, performs investigations and contact tracing specifically for positive COVID-19 cases. COVID-19 contact tracing is essential to the slowing of positive cases of COVID-19 in the community.

ESSENTIAL FUNCTIONS

- Assists other CUPHD staff and/or contract persons to investigate cases of COVID-19 and their contacts, ensuring a timely interaction and follow-up.
- Conducts case interviews with care to protect confidentiality and to conduct contact tracing without disclosing the identity of the client.
- Explains in plain language, the medical terms and concepts associated with COVID-19 regarding exposure, infection, infectious period, symptoms of disease, pre-symptomatic and asymptomatic infection, types of tests used to diagnose infection, and available prevention and control interventions (e.g., isolation/quarantine, social distancing, environmental surface cleaning).
- Makes contact and communicates with clients and contacts who may be difficult to reach or reluctant to engage in conversation.
- Helps clients and contacts identify any needs they may have for social support during self-isolation/self-quarantine.
- May provide minimal crisis counseling and refer clients and contacts for further care.

QUALIFICATIONS

Knowledge of:

- Sensitivities surrounding immigration status and how this can be a barrier to case investigation and contact tracing activities
- Language and interviewing skills that build and maintain trust with clients and contacts
- Ethical and professional standards of conduct, including confidentiality and cultural competency
- Negotiating and problem solving skills

Skills and Abilities to:

- Ability to read, interpret, and understand public health guidance and answer related questions
- Ability to call members of the public and collect confidential health information while maintaining professionalism and compassion
- Excellent interpersonal skills required and the ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Proficiency with technology and an ability to learn and adapt to new technological systems
- Follow strict data privacy and confidentiality guidelines
- Comfortable working independently
- Understanding when to refer individuals or situations to medical, social, or supervisory resources
- Collect basic standardized surveillance data per protocols
- Listen actively and openly communicate

- Think critically
- Demonstrate emotional intelligence and cultural sensitivity
- Be flexible and adaptable
- Assess situations that require public health legal authorities' involvement and how to notify the appropriate public health officer for authorization

ADDITIONAL QUALIFICATIONS

- Education and experience:
 - Graduation from high school, or equivalent diploma
- AND**
- One (1) year experience working with the general public
- Required knowledge, skills, and abilities:
 - Ability to communicate effectively, verbally and in writing in English. Spanish speaking optional. Must be able to operate a computer, telephone, or other necessary standard office equipment.
 - Must be able to work from home. Must be available on a flexible schedule, including evenings, weekends, and holidays.
 - This is a contract-related position, working as needed due to demand of COVID-19 positive cases.
- Special qualifications:
 - If applicant is a licensed professional, Registered Nurse, Nurse Practitioner, Physician Assistant, etc., must show proof of current Utah professional license.
 - Must have a valid Utah Driver's license.

Demonstrates knowledge of applicable Utah professional practice guidelines if a licensed healthcare professional. Adheres to applicable Safety and Health Administration standards. Maintains compliance with all HIPAA regulations and policies as stated in the CUPHD Policies and Procedures manual.

- *Preference will be given to those who are multilingual, especially Spanish speakers.*

Work environment: Performs in a typical office/clinical or home setting with appropriate environmental controls. Talking, hearing and seeing essential to most effective job performance. Mental application utilizes memory for details, emotional stability, discriminate thinking and creative problem solving. Periodic travel may be required in the normal course of job performance.

The above duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position. Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without reasonable accommodation.

To Apply: Applications may be obtained from the Central Utah Public Health Department Richfield office or at www.centralutahpublichealth.org. Completed applications can be submitted in person, by mail to Joy Lundgreen at 70 Westview Drive, Richfield, Utah, 84701 or email jlundgre@utah.gov. Applications will be reviewed upon receipt and contacted for further interviews as eligible. Hours of operation are Monday through Thursday 7:30 AM to 5:30 PM and Fridays from 8:00 AM to 5:00 PM. For more information, contact Joy Lundgreen or Alicia Beckstead at (435) 896-5451. Central Utah Public Health Department is an Equal Opportunity Employer.