



Contact Tracer Supervisor

Contact tracing, a core disease control measure employed by local and state health department personnel for decades, **is a key strategy for preventing further spread of COVID-19.**

A comprehensive contact tracing program involves a multi-step process including five primary steps that are performed by two critical staffing roles (case investigators and contact tracers):

- 1) Identification of the infected person (“the case”);
- 2) Case isolation and interview (including contact elicitation);
- 3) Daily ongoing check-ins with cases to monitor for worsening of symptoms during isolation;
- 4) Notification of exposed contacts, symptom assessment, and quarantine; and
- 5) Daily check-ins with contacts to monitor for symptom development and determination of need for testing during quarantine.

To expeditiously enhance the workforce capacity and hone knowledge and skills to conduct the intervention, the Contact Tracer position will focus on those activities involving the individual exposed to COVID-19 (“the contact”), specifically focusing on Steps 4 and 5 listed above.

The contact tracer will be under the direction of the local health department and will work in partnership with state and local health departments, in the notification of individuals who have been exposed to disease and linkage to health care and other essential support services.

Position Summary:

A **Contact Tracer Supervisor** is a non-licensed position providing supervision and support to public health departments in the prevention of the spread of COVID-19 and their assigned team. Incumbents will attend a required online training provided by the state to communicate with persons exposed to COVID-19 (contacts) by notifying them of exposure and informing them of quarantine recommendations. Dialogue with contacts will be guided by standard protocols. The contact tracer supervisor will maintain confidentiality of sensitive personal and protected health information, at all times. In addition to supporting the efforts of contact tracing for a specified public health department, they will supervise a team of contact tracers, up to 20 individuals, and provide them with the administrative support they will require.

Oversight of Contact Tracer Essential Functions:

- ▶ Initiate communication with individual exposed to COVID-19 using various methodologies (e.g., phone, text, etc.).
- ▶ Verify the individual’s identity during initial communications, and prior to disclosing confidential information. Ensure and promote a confidential and comfortable environment for client communications.
- ▶ Notify the individual of exposure to COVID-19, by using a script to report disease transmission, risk and other relevant health information. Inform individuals of the importance of seeking care and refer them to the appropriate community or medical resources.
- ▶ Enter case information for data collection including but not limited to demographics, medical conditions and other risk factors, descriptions of household, work and social environments based on script guidance.
- ▶ Identify individual’s barriers to needed interventions and/or coordinate solutions to those barriers.
- ▶ Collaborate with local health departments to facilitate the transfer of demographic and locating information for those persons who require medical follow-up or social support services, as determined by the protocol.
- ▶ Conduct daily monitoring during quarantine through an electronic system that will report temperature checks, signs/symptoms--via app or other designated method. Facilitate referrals to local health department staff for those contacts who become symptomatic.

- ▶ Utilize a personal computer with Microsoft Windows operating system and use Microsoft Office applications, and other data base systems or applications on a daily basis. Incumbents will document activities conducted and communications with exposed persons, in a timely manner per protocols.
- ▶ Supervise a team of up to 20 contract tracers, also facilitating the above functions.
- ▶ Assist staff and health departments with sensitive and/or complex issues and proactively inform project leads about important issues.
- ▶ Review staff work for completeness by individual case and for progress of local health department case load.
- ▶ Provide timely feedback to support staff and maximize overall performance.
- ▶ Review and approve contact tracer timesheets and requests for time off.

Knowledge, Skills, and Abilities Necessary to Perform the Job:

- ▶ Ethical and professional conduct
- ▶ Cultural competency
- ▶ Critical thinking skills
- ▶ Problem solving skills
- ▶ Ability to adapt to changing environments
- ▶ Good verbal and written interpersonal communication, including active listening skills
- ▶ Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships
- ▶ Work efficiencies (e.g., multitasking, time management, prioritization, organization)
- ▶ Ability to use discretion and maintain confidentiality
- ▶ Ability to use sound judgment in responding to issues and concerns
- ▶ Communicate with contacts in a professional and empathetic manner
- ▶ Maintain daily contact with staff of up to 20 contact tracers

Minimum Qualifications:

- ▶ Supervisory or leadership experience; including coaching employees to maximize efficiency and effectiveness by providing leadership, mentoring and training
- ▶ Complete required online state training
- ▶ Excellent interpersonal skills and sound judgment
- ▶ Proficiency with use of computers (desktop, laptop, iPad)
- ▶ Proficiency with use of mobile devices (cell phones, apps)
- ▶ Strong analytical, research and writing skills with an emphasis on completed staff work
- ▶ Ability to show empathy to affected individuals
- ▶ Ability to work well and stay organized in fast pace, high-volume environment

Desirable Qualifications:

- ▶ Bachelor's degree or higher from an accredited college or university
- ▶ Experience with health education, community outreach, linkage to care, or other public health services