

# Routt County

<b>Job Title:</b>	<b>Lead Contact Tracer</b>	<b>SCALE:</b>
<b>FAMILY:</b>	Public Safety	<b>FLSA STATUS:</b> Non-Exempt
<b>APPROVED:</b>	County Manager	<b>DATE:</b> 9/16/2021

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## **JOB SUMMARY:**

This is a temporary position for up to 9 months (this may be shortened or extended depending on funding and the course of the pandemic). Under supervision of the Routt County Public Health Director and the Epidemiologist, this position is responsible for supervising a small number of contact tracers on either a project or on an on-going basis. This role will require flexibility with regard to work schedule and office location, to include hours worked in the field, and remote work and as necessary, weekend and holidays. Ability to use discretion, maintain confidentiality and ethical conduct.

## **ESSENTIAL JOB DUTIES:**

- Assists Routt County Public Health staff with COVID-19 investigations.
- As assigned, may provide daily supervision of staff or may provide project supervision of team members by assigning, scheduling and monitoring the completion of work; serves as a mentor and provides guidance and training to less experienced staff members.
- Serves as point of contact between COVID-19 contact tracers and Routt County Public Health.
- Serves as COVID-19 contact tracing subject matter expert and provides technical support in the identification, evaluation and mitigation of issues to contact tracing staff.
- Ensures that contact tracing staff conduct timely and complete case, outbreak, and incident investigations within the parameters of Routt County Public Health direction.
- Responsible for escalating all issues or complications to the Public Health Epidemiologist.
- Assists in COVID-19 outbreak investigations with Routt County businesses and organizations.
- Performs other duties related to public health as assigned.
- Ensures adherence with all requisite trainings and requirements for maintenance of patient confidentiality and collection of information in concordance with local data privacy and confidentiality standards.
- Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions
- Experience in supervising or leading personnel carrying out health education, community outreach, linkage to care, or other public health efforts

## **KNOWLEDGE, SKILLS, & ABILITIES:**

- Previous experience as a COVID-19 contact tracer and familiar with the CDPHE Dr. Justina COVID-19 tracking system.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation — Actively looking for ways to help people.
- Speaking — Talking to others to convey information effectively.
- Oral Comprehension — Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — Ability to communicate information and ideas in speaking so others will understand.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- Ability to accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives including effective written and oral communication;
- Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships • Strong time management skills (e.g., organization, prioritization, multitasking) • Ability to work independently and as part of a multidisciplinary team • Proficiency with use of computers (desktop, laptop, tablet) • Proficiency with use of mobile devices (smartphones, mobile apps);
- Ability to adapt to changing environments and give and receive constructive feedback.
- Ability to keep customers, subordinates, peers, and supervisors informed; and the ability to listen.
- Able to maintain courteous and effective working relationships with the public, County departments, co-workers and other agencies.

**MINIMUM REQUIREMENTS:**

High school diploma or GED; requires a level of knowledge and ability to handle routine tasks, problems and techniques, and/or solve unusual or unique tasks after training. Public health or healthcare setting work experience or education preferred, but not required

**NECESSARY SPECIAL REQUIREMENTS:**

- Must pass background check: Criminal - Conviction of a crime will not be an absolute bar to employment.
- Able to work from home or remote location.
- Must have access to an internet connection.
- Able to work at least 20-40 hours per week (no overtime).
- Training may be required.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

Requires the capability to do the following activities: standing or sitting for extended periods of time. The following are typical requirements that may be frequent or occasionally expected of this position - walking, bending, twisting, reaching, and grasping. Must be physically able to lift, carry, push or pull up to 40 pounds. Work is primarily performed in an office environment. Able to use a keyboard. Speaking and hearing voice conversation is essential to job performance.

**ORGANIZATIONAL RELATIONSHIPS:**

Reports to the Public Health Director; works closely with the Public Health Epidemiologist and other Public Health team members.