



JOB DESCRIPTION LAKE COUNTY GOVERNMENT



JOB TITLE: COVID-19 Contact Tracer/Case Investigator
DEPARTMENT: Lake County Public Health Agency
CLASSIFICATION: Part time, non-exempt
SALARY: \$20,800- \$22,880 DOE
SUPERVISOR TITLE: COVID-19 Lead Nurse

Summary:

Under general supervision, the COVID-19 Contact Tracer/Case Investigator will immediately contact individuals who have a positive diagnosis of COVID-19 and follow strict protocols to collect information and to provide guidance on recommended care. Once the patient has been guided, the COVID-19 Contract Tracer/Case Investigator will identify and collect contact details of the diagnosed individual and their recent contacts, and in turn connect with those contacts to provide information, guidance and recommendations. Ability to understand and record corresponding information into CEDRS to document symptoms and track potentially new cases, and report to the COVID-19 Lead Nurse to update positive case tracking information. Duties may vary according to job assignment.

Essential Functions: Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Contact persons with COVID-19, provide information on the disease, and gather detailed information from them including those they may have been in contact with prior to COVID-19 diagnosis.
- Provide isolation guidance and identify needs to support compliance with that isolation.
- Call contacts who have been exposed to a COVID-19 positive patient, reach out to places of business a COVID-10 positive patient has frequented and record corresponding information into CEDRS to document symptoms and track potentially new cases.
- Provide all those contacted with quarantine procedures, and if appropriate connect them to testing.
- Follow all scripts, policies, and procedures provided by LCPHA and/or CDPHE and the CDC
- Comply with LCPHA and CDPHE training guidelines regarding confidential information related to personal information.
- Track daily and weekly progress including cases contacted successfully or those case contact who have been identified.
- Conduct new case investigation debriefs and on-going case check-ins with Supervisor.
- Supports the relationship between Lake County government and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and County staff; maintains confidentiality of work-related issues and County information.
- Performs other nursing duties as required or assigned.
- Maintains regular and reliable attendance.
- Weekend on-call may be required on a rotating schedule.

Qualifications:

- Establishing and maintaining effective working relationships.
- Professional, positive attitude and work ethic.
- Ability to handle confidential information with discretion and professionalism
- Ability to assess situations and make prudent and appropriate decisions; ability to apply conflict resolution and problems solving skills in order to minimize negative personal impact.
- Public contact experience in a service-related field with the ability to remain flexible and sensitive to a clientele diverse in age, ethnicity and maturity.
- Ability to efficiently plan, schedule, with strong organizational skills, with keen attention to detail and ability to complete quality work amidst multiple, competing priorities.
- Superior verbal and written communication skills and effective listening skills.

Minimum Education:

- Bachelor of Science in Nursing preferred. Associate Degree in Nursing with a bachelor's degree in a related field will be considered. Associate Degree in Nursing with public health nursing experience or 5 years of general nursing experience will also be considered.

Certificates or licenses:

- Nursing license, valid to work in CO.
- Must possess and maintain a **valid Colorado Driver's License** and the appropriate level of personal vehicle insurance.

Special professional and/or job-related requirements:

- Interviewing and communication techniques via phone in a professional and empathetic manner in both English and Spanish preferred.
- Current CPR for the Health Care Professional certification.
- Current immunization history.
- TB test, if not current, within 30 days of starting job.
- Experience in public health, community health, and program management preferred.

All interested candidates submit your cover letter and resume to: cnielsen@co.lake.co.us

Attention: Contact Tracer

Lake County Government is an equal opportunity employer. We embrace the diversity of our workforce, therefore all employment decisions are on the basis of qualifications, merit, and business need.