



Case Investigator/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.

The Case Investigator position will focus on those activities involving the identification of the infected person (“the case”), specifically focusing on Steps 1 through 3 listed above. The case investigator will work closely with a team of contact tracers who will notify the case’s exposed contacts, conduct symptom assessments and perform daily monitoring. 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 Case Investigator and/or Contact Tracer will be under the direction of the local health department and will work in partnership with state and local health departments.

Supervisor Position Summary:

A **Case Investigator/Contact Tracer Supervisor** provides supervision and administrative support to their assigned team and to public health departments in the prevention of the spread of COVID-19. Incumbents will attend required online training(s) provided by the state to gain required knowledge and skills to become fully knowledgeable regarding case investigation and/or contact tracing activities. The Case Investigator/Contact Tracer Supervisor will maintain confidentiality of sensitive personal and protected health information at all times.

Case Investigation/Contact Tracing Supervision Essential Functions

- ▶ Supervise a team of approximately 20 Case Investigators and/or Contract Tracers.
- ▶ Be familiar with the essential functions of a Case Investigator and/or Contact Tracer (see job descriptions for more information).
- ▶ Assist staff and health departments with sensitive and/or complex issues and proactively inform project leads about important issues.
- ▶ Support staff and local health departments by triaging inquiries regarding COVID exposures and outbreaks:
 - ▶ Provide basic information regarding local resources.
 - ▶ Follow LHD communication protocols
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 - ▶ Route questions to subject matter experts, as needed.
 - ▶ Utilize local and state data platforms to provide informed responses regarding impacted individuals.
 - ▶ Enter and update information in local and state data platforms related to exposure events or outbreaks.
- ▶ 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 Case Investigator and/or Contact Tracer timesheets and requests for time off.
- ▶ Coordinate schedules of CIs/CTs to ensure scheduling needs of LHJs are met.
- ▶ Monitor performance and ability of CIs/CTs to assess any performance or comprehension issues.
- ▶ Communicate with Contact Tracing Program Human Resources (HR) liaison regarding any HR-related issues or questions.

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 assigned team of Case Investigators and/or 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