



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: **Contact Tracer**
Schedule: **Temporary - Full Time**
Department: **City-County Health Department**

Salary: **\$ 19.48 per hour**
Closing Date: **Open Until Filled**
Dept. Administrator: **Trisha Gardner**

Education/Experience/Training:

- High School Diploma, HSE or GED required.
- Experience in customer service, public speaking and basic knowledge of health education preferred.

Certifications:

- Valid driver's license issued by the State of Montana.

JOB SUMMARY

A Contact Tracer is a non-licensed public health professional providing support to the City-County Health Department (CCHD) in the fight against COVID-19. The contact tracer is responsible for interviewing individuals who have tested positive for COVID-19, determining people they may have been in close contact with, and reaching out to those people (contacts) who have been exposed to COVID-19 and providing health education and guidance to interrupt ongoing disease transmission. Dialogue with contacts will be guided by standard protocols to obtain any symptom history and other relevant health information, provide instructions for self-quarantine, and make appropriate referrals to testing, clinical services, and other essential support services. This position will require prioritization, prompt action, and attention to detail in documentation and data management as multiple investigations will be conducted simultaneously. Contract tracers are required to follow all designated scripts and comply with policies and procedures provided by the CCHD regarding confidentiality and data security for the handling of sensitive client information and protected health information and performing other duties as required or assigned. This position will be trained to perform all necessary functions to maintain the responsibilities of this temporary job.

This is a temporary employment position with Cascade County. This position will terminate upon this position no longer being necessary to meet and/or address an undue disruption to the operational needs of the CCHD. The duration of employment will be determined by the Prevention Services Division Manager and Health Officer and will not exceed nine (9) months.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Initiate prompt communication with people exposed to COVID-19 (contacts) through text, phone calls, email, and other communication platforms as necessary; Every effort should be made to communicate with the contact telephone or video conference instead of in-person. For in-person interviews, guidance on recommended infection prevention and control practices at a home or non-home residential setting can be found on CDC's Interim Infection Control Guidance for Public Health Personnel; employ dynamic communication and interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing skills to build rapport and maintain trust with patients of varied backgrounds; verify the contact's identity during initial communications and prior to disclosing confidential information; Assure confidentiality and carry out efforts to locate and communicate with clients in a manner that preserves the confidentiality and privacy of all involved; notify the contact of their exposure to COVID-19, following a script or guidance to provide COVID-19 health education; Conduct notification of exposure in a manner that maintains the confidentiality of the patient (or person who was diagnosed with COVID-19) and ensures that the identity of the patient is NOT disclosed; obtain and document relevant information, including contact demographics, underlying medical conditions, and other risk factors; provide approved information and guidance on quarantine procedures and what to do if symptoms develop; Coordinate referrals for testing, healthcare, and other supportive services, as needed, per local protocols; assess contact's ability to safely and effectively quarantine at home, with adequate water, food, and other necessities; Identify barriers to necessary interventions and facilitate appropriate referrals, per local protocols; Collaborate with key service providers to transfer client information and ensure expedited initiation of appropriate medical or social support services, per local protocols; conduct daily check-ins to assess signs/symptoms via locally designated method; Facilitate referrals for testing and medical evaluation for clients who become symptomatic; utilize a computer, tablet, and/or cell phone with appropriate access to required applications, databases, and/or web-based platforms, daily; document pertinent information in COVID-19 contact tracing forms, and conduct data entry into the CCHD data/surveillance systems while adhering to protocols for completeness, timeliness, and frequency; collaborate and coordinate with a team of public health

professionals (e.g., case investigators, surveillance coordinators, surveillance triage staff, care resource coordinators, epidemiologists) to efficiently complete contact notification and monitoring assignments; Inform the team and supervisor when attempts to communicate with a contact are unsuccessful; Elevate complex situations to supervisor for further guidance; participate in requisite trainings, regular program meetings and quality monitoring improvement activities in order to ensure and enhance the quality of contact notification activities and program outcomes; maintain patient confidentiality and ensure that all information is collected in concordance with local data privacy and confidentiality standards; demonstrates a strong commitment to practice all precautionary protocols set in place by facilities, CDC recommendations and government regulations along with social distancing guidelines; possesses knowledge to support providing direction to patients, visitors and vendors entering facility; works with individuals of varying and diverse backgrounds in a professional, respectful and courteous manner; follows and adheres to all CCHD and County policies, procedures, standards and guidelines; maintains a professional appearance and friendly demeanor; employs strong critical thinking and communication skills as well as basic knowledge and familiarity with CCHD procedures; consistently delivers excellent customer service.

Knowledge and understanding of: Public health principles and practices and applicable public health laws; knowledge of HIPAA privacy and security rules at the federal, state and local level; modern office equipment, practices and procedures; CCHD and County rules, policies, procedures and functions; Safety rules, procedures and practices; English usage, spelling, grammar and punctuation.

Skills in: Professional interpersonal communication, customer service and public relations.

Ability to: Prepare and submit accurate, timely reports and records and maintain updated files; proficiently operate a computer and achieve knowledge of additional computer applications as needed to complete required job duties; adhere to HIPAA and maintain strict confidentiality and compliance with multiple privacy and security rules; work collaboratively with management, co-workers, multiple agencies or organizations; interact with the public or other employees in a professional, respectful and courteous manner; practice good public relations and display sound judgment and decision-making skills within established policies and procedures in stressful situations; multi-task and maintain concentration during frequent interruptions and meet challenges with resourcefulness through original thinking and creativity; understand and follow oral and/or written policies, procedures and instructions; demonstrate high attention to detail; establish and maintain effective working relationships with other County departments, employees, federal and state agencies, private agencies and the public; use proper sentence structure, punctuation, grammar and spelling; communicate in a professional and effective manner with others, both orally and in writing information, clearly and concisely; read, review, analyze, compile, comprehend information and materials; remain flexible and meet established timelines and/or deadlines; adapt to changes in the work environment, delays and or unexpected events, manage competing demands by changing approach or methods to best fit the situation; respond appropriately to an emergency or crisis situation; employ and enforce safety practices and procedures; observe established lines of authority; identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements; practice interpersonal communication and conflict resolution; work independently and as a team member with minimal supervision; demonstrate a strong work ethic to achieve academic and professional goals; organize and prioritize tasks and work environment to maximize efficiency; demonstrate punctuality and observe established work hours; make independent decisions, accept responsibility and be self-motivated; perform other duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

The duration of employment will be determined by the Prevention Services Division Manager and Health Officer and will not exceed nine (9) months.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference must provide a DD-214 Discharge Document (Part 4) or DPHHS Handicap Certification and Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER