

PUBLIC HEALTH PROGRAMS BILINGUAL CONTACT TRACER AND RESOURCE COORDINATOR

Division: Health Protection

Immediate Supervisor: Public Health Programs Director

Bloodborne Pathogen Risk Classification: 2

Fair Labor Standards Act (Exempt Status): N/E

Salary Schedule Pay Grade: 6

Created: June 2020

Job Responsibilities:

1. Participate in all training to learn procedures for contact tracing; including, use of appropriate software and tracking databases.
2. Act as primary Contact Tracer for Spanish, French Congolese, or other appropriate language, speaking patients depending on language skills.
3. Translate documents and educational materials to Spanish, French Congolese, or other appropriate language, as needed depending on language skills for Health Department programs.
4. Contact patients who have been newly diagnosed with COVID-19 to provide support and gather information.
5. Assist patients in recalling individuals with whom they have had close contact during the timeframe they may have been infectious.
6. Communicate with all contacts and resource agencies in a professional and empathetic manner.
7. Contact all individuals identified as contacts to discuss their potential exposure.
8. Provide contacts with information about how to separate themselves from others who have not been exposed and how to monitor themselves for illness.
9. Contact each person under active monitoring daily for identified quarantine or isolation period to check that there is no onset of symptoms.
10. Respond to common requests and connect individuals with referrals for testing and necessary resources for wrap-around services.
11. Maintain ongoing contact with Director and provide regular activity updates.
12. Deliver isolation and quarantine orders to positive patients and contacts.
13. Assemble and deliver care kits to positive patients and contacts.
14. Assist Director in the development and implementation of the Knox County Community Health Improvement Plan
15. Perform other duties as required and/or assigned.

Education and Experience:

- Associate degree from an accredited school preferred; minimum of certification of graduation from high school or its equivalent.
- Fluently speak and translate documents in either Spanish, French Congolese, or other appropriate language, as primary or secondary language.

- Ability to understand and follow oral and written instructions.
 - Ability to exhibit a professional, positive attitude and work ethic
 - Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
 - Ability to show empathy to distressed individuals
 - Excellent organizational and communication skills
 - Ability to speak, read, and write English
 - Second or multiple languages a plus
 - Critical thinking and sound judgment required
 - Ability to handle confidential information with discretion and professionalism
 - Proficiency with computers
-

Performance Standards:

Performance will be measured in accordance with the Knox County Health Department approved evaluation tool and established work performance standards.

As with any public sector employment, job descriptions, performance standards, and duties assigned are subject to change dependent on funding allocation and community expectations.

Classified as grant contingent, this position is a result of funding from the Federal government or the State of Illinois. Subsequently, obligations of the Knox County Health Department regarding these grant contingent staff position cease immediately and without penalty should applicable funding cease to be appropriated.

Administrator Signature Date

Employee Signature Date