

**Job Title:** Case Investigator/Contact Tracer – COVID-19 Response

**Reports To:** Hill County Health Officer/Department Director

**Status:** Non-exempt, Full time, Temporary

**Salary:** \$18.00 per hour

**SUMMARY:** Under general supervision, interviews and monitors clients and provides education, guidance and quarantine/isolation parameters based on Centers for Disease Control and Prevention (CDC) as well as Montana Department of Public Health and Human Services and Hill County Health Department recommendations, for those individuals who meet case definition for a confirmed, suspect or probable case of a communicable disease, specifically COVID-19. Direct contact with confirmed, suspect or probable cases is not necessary for this position.

This is a temporary position with a flexible schedule, including evenings and weekends. Hours may vary depending upon availability.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. **May assign other duties.**

A strict understanding of patient confidentiality, including the ability to conduct interviews without violating confidentiality.

1. Understanding of medical terms and principles of exposure, infection, infectious period, potentially infectious interactions, symptoms of disease, pre-symptomatic and asymptomatic infection.
2. Excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills so that trust can be built and maintained with patients and contacts.
3. Resourcefulness in locating patients and contacts who may be difficult to reach or reluctant to engage in conversation.
4. Understanding of when to refer individuals or situations to medical, social or supervisory resources.
5. Ability to interact with the public calmly and effectively
6. Respond to questions and comments in a courteous and timely manner.
7. Strong listening, verbal and written communication skills
8. Ability to work with a high level of detail.
9. Ability to learn a vast amount of information in a short timeframe.
10. Ability to perform duties accurately as an independent and self-managed individual, while serving as an effective member of team.
11. Ability to apply basic computer skills, including data entry, word processing and email functions. (Microsoft Word, Excel and Outlook)

**Equipment Used to perform essential functions:**

Includes but not limited to computer, fax, copier, scanner and telephone.

## **POSITION REQUIREMENTS**

**QUALIFICATIONS** to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION AND EXPERIENCE**

1. High school diploma or GED
2. Associates/Bachelor's degree in a health field preferred

## **CERTIFICATES, LICENSES, REGISTRATION**

1. Valid Montana Driver's license in good standing preferred
2. Current vehicle insurance if licensed

## **ADDITIONAL REQUIREMENTS**

- Ability to work a flexible schedule.
- Strong communication skills.
- Ability to work in an office setting.
- Ability to work on a computer.
- Ability to use a smart phone.

## **CUSTOMER SERVICE EXCELLENCE**

Provides Customer Service Excellence to Hill County Health Department's customers, including patients, clients, family members, visitors, medical staff, and co-workers.

1. Doing things right the first time;
2. Making people feel welcome;
3. Showing respect for each customer;
4. Anticipating customer needs and concerns;
5. Keeping customers informed;
6. Helping and going the extra mile;
7. Responding quickly;
8. Protecting privacy and confidentiality;
9. Demonstrating proper telephone etiquette;
10. Taking responsibility for handling complaints;
11. Being professional;
12. Taking ownership of your attitude toward Service Excellence.

## **SUPERVISORY RESPONSIBILITIES**

None