 JOB DESCRIPTION

**JOB TITLE:** Case Investigator/Contact Tracer Lead **DEPARTMENT:** Health Department

**DATE REVIEWED:** 08/2020 **FLSA STATUS:** Exempt

**REPORTS TO:** Nurse Manager **POSITION FTE:** 1.0

**POSITION(S) SUPERVISED:** None

**GENERAL POSITION DESCRIPTION:**

This position assists in overseeing the responsibility for COVID-19 disease investigations, contact tracing, oversees data collection and surveillance and team assessments. The lead also conducts case investigations and contact tracing to supplement needs of the program. The ideal candidate should possess strong communication and organizational skills and be excited about public health, epidemiology and disease prevention in the community. Professional work experience in public health related to epidemiology or communicable disease control and prevent is preferred.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

1. Interview reported COVID-19 cases with designated interview tools, following case investigation protocols.
2. Identify and interview contacts of cases with designated interview tools, following contact investigation protocols.
3. Implement disease control measures, including referring ill contacts to testing venues, issuing isolation orders and instructions to cases and quarantine orders and instructions to contacts, following disease control protocols.
4. Assist with outbreak investigations.
5. Educate cases and contacts about COVID-19.
6. Refer cases and contacts to support resources as appropriate.
7. Document case, contact and outbreak investigation findings.
8. Enter case data into the Colorado Electronic Disease Reporting System (CEDRS)
9. Enter contact data into the contact database.
10. Maintain regular contact with designated supervisor and assigned team or local public health agency.
11. Identify program surveillance data needs, design instruments for the collection of surveillance information and data and implement new or revises existing surveillance systems.
12. Investigate communicable diseases, primarily COVID-19, to determine risk factors, causes, sources and modes of transmission.
13. Monitor computerized record management systems to record, store and process data for reports.
14. Manage assigned staff within the framework of Health Department and Delta County policies for work schedules and work assignments, according to workload, space and equipment availability.
15. Evaluate work activities of assigned staff. Conduct staff evaluations in accordance with Health Department and Delta County guidelines to provide developmental feedback. Address staff performance issues and resolve problems.
16. Identify and assess the educational and professional needs of staff and develop strategies to coach, mentor or otherwise help staff to improve their knowledge or skills through formal training programs or classes. Provide adequate orientation and professional development opportunities to remediate gaps in necessary knowledge and skill.
17. Oversee and ensure timely and accurate data input and utilization of electronic health records and/or state or local data reporting systems.
18. Participate in program evaluation, conduct literature reviews, design methods and analyze data to evaluate program progress and effectiveness.
19. Assesses and attempts to improve timeliness and completeness of communicable disease reporting within the COVID-19 case investigation and contact tracing team.
20. Implements appropriate disease control and prevention measures based on WCDPHE protocols, the CDPHE Communicable Disease Manual, CDC guidance and known best practices.
21. Present data and facts without incorporating judgment or personal biases into the interpretation.
22. Maintain sensitive and confidential records information. Follow all Delta County policies related to confidentiality including HIPAA, PHI and other appropriate non-disclosure and/or release of information.
23. Use exceptional customer service skills to respond to community needs, enhance public relations, coordinate activities and represent the Delta County Health Department in order to promote and maintain a positive public health image and foster pride and professionalism in the workplace and community.
24. Work the scheduled hours each day/week established for this position and be available when needed outside of normal operating hours to assist with public health emergency responses or community outreach events. Maintains the ability to be reached after hours via cell phone/email and works outside of normal business hours as necessary. Case investigators and contact tracers may work 7 days per week and this position should be available to respond to inquiries from the team.
25. Ability to work from the office, home or remote location and have an internet connection.
26. Acquire and retain knowledge of various policies, procedures, rules and regulations related to numerous local, state and federal guidelines.
27. Enter data into several different computer programs; learn and apply new computer skills on a regular basis; and maintain a strong working knowledge of computer programs used daily such as electronic health records, program specific software applications including Word, Excel, PowerPoint, etc.
28. Maintain professional conduct and adhere to the Public Health Code of Ethics.
29. Comply with federal, state and local regulations and employer policies and procedures.
30. Other duties as assigned.

**POSITION REQUIREMENTS:**

**Education:**

Licensed Nurse Practitioner; Registered Nurse and/or Bachelor’s Degree in public health or related field.

**Experience:**

Entry level candidates with internship experience considered.

Combination of education and experience could waive specific requirement.

**Licenses/Certifications:**

Current and valid Colorado Driver’s License

**PHYSICAL REQUIREMENTS:**

Physical Requirements: Walk, stand, sit, type, use hands to finger, handle or feel objects or tools, reach with hands and arms, talk, listen, hear, read, see, lift.

Lifting: 25# requirement

Exposure to Elements: Normal office conditions. Travel in adverse weather conditions.

Handling of Dangerous Equipment: None

Risk of Assault or Injury: Verbal assault on the telephone or in person is not uncommon.