

# McDonough-Schuyler County Health Departments

## Job Description

**Division:** Community Health  
**Job Title:** Contact Tracer (part time or full-time)  
**Reports To:** Community Health Director  
**Employee Name:** TBA  
**Salary Level:** Grade 18  
**FLSA Status:** Hourly/ Temporary/Contractual  
**Prepared By:** Lynnette Cale, Administrator  
**Prepared Date:** 7/27/20  
**Approved By:** Lynnette Cale, Administrator  
**Approved Date:** 7/27/20

### SUMMARY

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

#### ***Contact Tracer Job Responsibilities:***

- Participate in all trainings to learn procedures for contact tracing; including, but not limited to IDPH mandated contact tracing courses and the use of appropriate software and tracking databases.
- Contact patients who have been newly diagnosed with COVID-19 to provide support and gather information.
- Assist patients in recalling individuals with whom they have had close contact during the time frame they may have been infectious.
- Communicate with all contacts and resource agencies in a professional and empathetic manner.
- Contact all individuals identified as contacts to discuss their potential exposure.
- Provide contacts with information about how to separate themselves from others who have not been exposed and how to monitor themselves for illness.
- Contact each person under active monitoring daily for identified quarantine or isolation period to check that there is no onset of symptoms.
- Respond to common requests and connect individuals with referrals for testing and necessary resources for wrap-around services.
- Maintain ongoing contact with Division Director or other staff as necessary or assigned and provide regular activity updates.
- Deliver isolation and quarantine orders to positive patients and contacts.
- Assemble and deliver care kits to positive patients and contacts.
- Perform other duties as required and/or assigned.

### **MINIMUM REQUIREMENTS**

#### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in Public Health, or a related field . Must have strong written and oral skills. Public speaking is required.

## **SKILLS, KNOWLEDGE AND ABILITIES**

Knowledge of the principles and organization and administration of Public Health.

Knowledge of the structure, functions, and care of the human body and the elements of the more common pathological processes.

Knowledge and ability to utilize, learn, and maintain a variety of media platforms including but not limited to digital (website, Facebook, Twitter, Instagram, and other social media), and Microsoft Office

Ability to present ideas effectively, both orally and in writing.

Must be able to work effectively under stress

Must be able to establish and maintain establish and maintain positive working relationships with clients, healthcare providers, community agencies, the general public, and other professional personnel.

Must have the ability to work well with diverse community groups

## **CERTIFICATES, LICENSES, INSURANCE**

Current Illinois driver's license and accident liability insurance, if operating motor vehicle.

## **PHYSICAL REQUIREMENTS**

Light Work- exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Greater use of arms and/or legs than sedentary work.

While performing the duties of this job, the employee is **constantly** (over 70%) required to see, hear, and talk; **frequently** (50%-70%) required to write, reach and stand; **regularly** (11%-49%) required to sit, read, grasp, finger objects and lift; and **occasionally** (up to 10%) required to crouch, stoop, climb and balance.

## **JOB SPECIFICATIONS**

### **LANGUAGE SKILLS**

HIGH - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and/or informational material that conform to appropriate style and format.

Ability to effectively present information and respond to questions from the public, clients, or business groups.

### **CONTACT WITH OTHERS**

HIGH - requires frequent contact within the Department, and with clients, public, persons in authority, etc. to carry out division's programs. Inappropriate manner and handling will have considerable effect on operating results. Effective interpersonal communication skills are required to explain, persuade, obtain cooperation, approval, and/or written consent.

### **JUDGMENT, COMPLEXITY DUTIES**

HIGH - Judgment involves applying knowledge of a specific discipline or field and working within defined program objectives, policies, and procedures to resolve practical problems, or determine how to accomplish desired results.

**SUPERVISION NECESSARY**

INTERMEDIATE- requires occasional supervision while working toward a definite objective, using a wide range of established policies and procedures to plan and arrange own work, referring only unusual matters or providing status reports to supervisor.

**EXTENT/TYPE OF SUPERVISION GIVEN**

MINIMUM - instructing, assigning, and/or checking work, with little direct supervisory responsibility. Most of time spent performing the same work as members of the group. Little or no responsibility for costs, methods, or personnel.

**CONFIDENTIAL DATA**

HIGH - Regular access to confidential records, which if revealed could result in loss of credibility to the Health Department within the community but has improbable exposure to financial liability.

**EFFECT OF ERRORS**

HIGH- errors may not be discovered before some loss has occurred, which possibly may not be rectified. Limited exposure to financial liability to the Department. May adversely affect relationships within the Department, or with an individual or agency, resulting in issuance of correction or multiple corrective measures being taken, and/or disruption in the work flow. May adversely affect relationships with small groups in the community. May involve critical information which the Department or groups within the community rely on to base important financial or other decisions or an error in judgment that directly results in an individual's hospitalization.

**TRAVEL REQUIREMENTS**

Requires some travel within the county, and occasional out-of-county travel for meetings. Occasional overnight travel is required.

**WORKING CONDITIONS/HAZARDS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function. While performing the essential functions of this job, the employee is mostly exposed to indoor office conditions. The noise level in the work environment is usually moderate. Some exposure to adverse or distracting conditions, due to noise, client and public contact, or some other element present. Must be able to work weekends and evenings. Some local travel is required.

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=====SUPERSEDES ALL PREVIOUS JOB DESCRIPTIONS.

APPROVED BY: MCHD Administrator \_\_\_\_\_
Date \_\_\_\_\_

I have read and understand the job described, and agree to fulfill the position's responsibilities to meet the defined standards.

Supervisor \_\_\_\_\_ Date \_\_\_\_\_ Employee  
\_\_\_\_\_ Date

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