

McDonough County Health Department Job Description

Division: Community Health
Job Title: Public Information Officer/Contact Tracer
Reports To: Community Health Director
Employee Name: TBA
Salary Level: Grade 18
FLSA Status: Non-Exempt- Temporary/Contractual
Prepared By: Lynnette Cale, Administrator
Prepared Date: 7/27/20
Approved By: Lynnette Cale, Administrator
Approved Date: 7/27/20

SUMMARY

As the health department's Public Information Officer develop and maintain the company website, social media platforms, press releases, newsletters, marketing/ advertising/ branding. Act as the company media contact and spokesperson with media. Serves as the Public Information Officer for the health department as part of the Emergency Preparedness Plan. Will also serve as a contact tracer for COVID-19 and other communicable diseases as needed.

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

Public Information Officer Job Responsibilities:

- Plans, develops, implements, and maintains the health department's various outreach and information sources- including but not limited to the health department's website, social media platforms, newsletters, press releases, media interviews, brochures, handouts, and digital sign
- Acts as the Public Information Officer for the health department in day to day activities and in public health emergency. Is the media contact for all press releases, interviews, and advertising.
- Works with the Joint Information Center (JIC) and Joint Information Officers (JIO) in public health emergencies or as requested by other agencies.

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 and 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, Public Relations or a related field . Previous experience with website design and maintenance, social media platforms, and public speaking is preferred. 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), Photoshop, Microsoft Office- including

Publisher, press releases, and other emerging methods and resources.

Ability to establish and maintain close, cooperative working relationships with all agencies that may contribute to the furtherance of public health.

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

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. Weekends and evenings will be required as needed.

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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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