



Classification Description

Job Title: Contact Tracer – COVID 19

Pay Grade: TEMP

Job Code: 9109A

FLSA Status: Non-Exempt

Job Purpose

The Contact Tracer will use a web-based surveillance system to call all contacts of anyone diagnosed with COVID-19 to document a symptom check, refer them for testing according to established protocols, and provide them with instructions for quarantine. Contact Tracers are required to follow all scripts, policies and procedures provided by FSW and comply with FSW training regarding confidential information related to personal information. This is a temporary position, anticipated to continue through the academic year; actual assignment timeline will be determined by COVID-19 activity on campus. The Contact Tracer reports to an assigned Lead Contact Tracer. The contact tracing team will maintain high standards of communication and confidentiality in accordance with HIPAA, FERPA and state communicable disease laws. This work is expected to be performed primarily remotely (from home) but comes with the possibility to work regularly or occasionally at an assigned FSW office location as directed by department leadership.

General Responsibilities

Essential Functions

Conducts telephone calls with persons newly-diagnosed with COVID-19 or presumed to have COVID-19 to complete case interviews, elicit and trace contacts exposed to COVID-19.

Provides follow-up instructions to cases and to contacts related to isolation/quarantine, symptom monitoring, and assesses the need for supportive services.

Communicates with contacts in a professional and empathetic manner.

Follows approved scripts and protocols, provides people with approved information on state/local isolation and quarantine procedures, and if appropriate, refers them to testing according to protocol

Collects and records information on symptoms into the data system (using own computer and electronic equipment).

Provides information on where to find other social, health resources using approved script/resource list by FSW.

CONTACT TRACER – COVID 19

Maintains daily contact with supervisor.

Uses existing procedures to solve routine problems and perform a range/variety of tasks/activities.

Protects and maintains individual privacy and confidentiality.

Participates in requisite trainings and regular contact tracing program meetings.

Participates in COVID case manager team meetings, as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school diploma or GED.

Experience in customer service or public facing position.

Familiarity with Florida's geography; cities/towns/locations, local and state public health system.

Ability to work remotely from your home. Reliable and secure residential wi-fi, and phone (either landline or cell phone) to be provided by employee.

Demonstrated ability to:

- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Take initiative and independently plan, organize, coordinate and perform work.
- Communicate effectively, both orally and in writing.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

Expectations:

- Strong interpersonal communication skills
- Ability to capture information from phone interviews
- Behave confidential and act with discretion
- Handle sensitive information
- Excellent communication over the phone
- Communicate information clearly and concisely
- Ability to enter data into assigned databases
- Excellent relationship building skills such that they can build and maintain trust with patients and contacts
- Attentive listener
- Empathetic and compassionate communicator
- Ability to take initiative
- Reliable
- Detail orientated

Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Remote work from home office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 31, 2021.