



City Of Meriden
Department of Health and Human Services

**Job Opportunities – 2 Positions: COVID-19 Contact Tracer
and COVID-19 Bilingual Contact Tracer
(Temporary Positions)**

The City of Meriden is seeking two temporary, part-time 19.75 hour per week, COVID-19 Contact Tracers to assist the local health department in case investigation and contact tracing of those who have been diagnosed with COVID-19 and who may have been in close contact with the infected person.

Responsibilities include (but are not limited to) initiating prompt communication with people diagnosed with COVID-19 and who may have been exposed to someone with COVID-19 (contacts) through the use of the state of Connecticut electronic ContaCT tracing system, providing approved information and guidance on isolation and quarantine procedures and what to do if symptoms develop, and ensuring daily check-ins are completed to assess signs/symptoms.

The candidate must have a Bachelor's Degree in Public Health, Epidemiology, Nursing or a closely related field and two (2) years of experience in public health surveillance, or a Master's Degree in Epidemiology or Public Health (MPH). The candidate must have also completed the 6 hour *COVID-19 Contact Tracing: A Course from Johns Hopkins*. Candidates with experience working with the state ContaCT tracing system are preferred.

Hours are flexible; however 2 hours each day (Saturday and Sunday) every other weekend will be required to follow up on assessments.

These are temporary grant-funded positions through May 17, 2021 with possibility of extension through November 2022. The Bilingual COVID-19 Contact Tracer must be able to speak Spanish fluently. The salary is \$30.00 per hour. No benefits are provided.

Apply on line at <https://tinyurl.com/meridencareers> and you can e-mail resumes/applications to humanresources@meridenct.gov. Applications are available in the Meriden Human Resources Department, City Hall, 142 East Main Street. Applications will be accepted until the position is filled. E.O.E.

October 5, 2020



City of Meriden
Department of Health and Human Services

COVID-19 Contact Tracer (Temporary)

Grant-funded position – Temporary
Non-union
19.75 hours per week

General Description

The COVID-19 Contact Tracer will be responsible for assisting the local health department in case investigation and contact tracing of those who have been diagnosed with COVID-19 and who may have been in close contact with the infected person. The COVID-19 Contact Tracer will provide health education and guidance to interrupt ongoing disease transmission. This position will work onsite and will also be required to work a 2 hour virtual shift every other weekend (Saturday and Sunday, excluding holidays).

Supervision Received

Works under the general direction of the Director of Health and Human Services.

Examples of Duties

- Initiate prompt communication with people diagnosed with COVID-19 and who may have been exposed to someone with COVID-19 (contacts) through the use of the state of Connecticut electronic ContaCT tracing system.
- Employ dynamic communication and interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing skills to build rapport and maintain trust with patients of varied backgrounds.
- Verify the contact's identity during initial communications and prior to disclosing confidential information. Assure confidentiality and carry out efforts to locate and communicate with clients in a manner that preserves the confidentiality and privacy of all involved.
- Notify the contact of their exposure to COVID-19, following a script or guidance to provide COVID-19 health education. Conduct notification of exposure in a manner that maintains the confidentiality of the person who was diagnosed with COVID-19 and ensures that the identity of the patient is NOT disclosed.

- Provide approved information and guidance on isolation and quarantine procedures and what to do if symptoms develop. Coordinate referrals for testing, healthcare, and other support services per protocol. Assess contact's ability to safely and effectively quarantine at home, and identify barriers and facilitate appropriate referrals.
- Using ContaCT, ensure daily check-ins are completed to assess signs/symptoms. Follow up by phone with those who are not utilizing the text or email method.
- Collaborate with the Director of Health and Human Services, Associate Health Director, and Public Health Educator to efficiently complete contact notification and monitoring assignments. Elevate complex situations to supervisor for further guidance.
- Participate in CT Department of Public Health virtual office hours on contact tracing and other required trainings and meetings.
- Maintain patient confidentiality and ensure that all data and information is collected in concordance with local data privacy and confidentiality standards.
- Complete statistical data on contact tracing efforts.
- May be required to distribute thermometers to those under isolation or quarantine to aide in monitoring.
- May participate in community outreach efforts or other COVID-19 related duties as assigned.

Knowledge, Skills and Abilities

Knowledge:

- Knowledge of the cause, transmission, and prevention of COVID-19.
- Knowledge of methods of public health surveillance and disease outbreak investigations.
- Knowledge of public health factors that affect health, and the social determinants of health.
- Knowledge of the Meriden community a plus.

Skills:

- Strong verbal and written communication skills, including active listening, emotional intelligence.
- Critical thinking and problem-solving skills, and the ability to use sound judgment in responding to client issues and concerns.
- Strong time management skills (organization, prioritization, multitasking).
- Proficiency with use of computers.

Abilities:

- Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions.
- Ability to use discretion, maintain confidentiality, and ethical conduct.
- Ability to adapt to changing environments and receive constructive feedback
- Ability to work independently and as part of a team. Flexibility is essential.
- Ability to read and write in English.

Qualifications

- Bachelor's Degree in Public Health, Epidemiology, Nursing or closely related field and two (2) years of experience in public health surveillance, or a Master's Degree in Epidemiology or Public Health (MPH).
- Experience with public health surveillance systems, especially the state ContaCT tracing system, preferred.
- Experience with health education, community outreach, linkage to care, social services, or other public health services.
- Completion of the 6-hour COVID-19 Contact Tracing: A Course from Johns Hopkins.

Special Requirements

- Must be able to work a minimum 2 hour shift on Saturdays and Sundays, excluding holidays.
- Must hold a valid state of Connecticut Motor Vehicle Operator's License