

COVID-19 CONTACT TRACER - BILINGUAL

Job Number: 00124598

Job Posting: Sep 14, 2020, 3:57:06 PM

Closing Date: Aug 21, 2020, 11:59:00 PM Full-time A.M. P.M.

Collective Bargaining Unit: AFSCME Health and Hospital Systems **Posting Salary:** \$20.748 - HOURLY

Organization: Health and Hospital Systems



POSITION SUMMARY

COVID-19 CONTACT TRACER – PUBLIC HEALTH

**SHIFT: DAYS & EVENING ROTATING/FLEX - 8AM TO 4PM & 12PM TO 8 PM
MON-FRI; 8AM TO 12PM SATURDAY & SUNDAY**

The position of the COVID-19 Contact Tracer is a key position in the response to contain the spread of COVID-19. The primary goal of contact tracing is to interrupt the ongoing transmission of a disease and reduce the spread of infection. This position will contact individuals who have been exposed to COVID-19, educate them on the need to self-quarantine, refer them to Contact Tracing team members for needed services, maintains ongoing communication with them for up to fourteen days from last exposure, and supports linkage to care if they test positive. The COVID-19 Contact Tracing initiative is a one (1) year grant from Illinois Department of Public Health with opportunity to be extended for up to an additional year.

MINIMUM QUALIFICATIONS

- High School Diploma or GED (**Must provide proof at time of interview**)
- Experience and knowledge working with diverse communities and underserved populations
- Basic computer skills and experience including data entry
- Must wear personal protective equipment as required
- Familiarized with the geographical region to provide contract tracing throughout Cook County
- Must be able to work flexible hours outside of a usual day shift schedule that may include evenings and weekends
- Position may require moderate travel for which the employee must have a valid driver's license/insured vehicle or other equivalent means of transportation for work
- Bilingual English/Spanish is required (**May be required to test for proficiency**)

PREFERRED QUALIFICATIONS:

- Experience working in healthcare or public health initiatives

TYPICAL DUTIES:

- Works in collaboration with the Team Lead/Case Investigator.
- Calls contacts of newly diagnosed cases and performs follow up contacts to support tracing obligations. This may require home visits with the contacts.

- Follows a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop.
- Collects and records demographic information, symptoms, and needs into the web-based data system with accuracy.
- Provides contacts with approved, pre-drafted information about isolation and quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 Care Resource Coordinator for social resources.
- Communicates with contacts in a professional and empathetic manner maintaining emotional and cultural awareness.
- Maintains daily contact with the Case Investigator.
- Participates in on-going technical and professional development trainings to strengthen skills throughout the project period to enhance the program's effectiveness.
- Completes any other relevant documentation for the initiative to assess individual, program components or initiative needs and progress.
- Handles and maintains confidential information with discretion and professionalism and completes HIPAA training requirement.
- Performs other duties as assigned

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Excellent organizational skills with attention to detail, accuracy and precision
- Skill and ability to use computer equipment, software programs, and perform data entry.
- Ability to maintain a professional demeanor and composure when challenged
- Ability to work independently and exercise sound judgment
- Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified

**PLEASE REVIEW THE LIST OF REGIONS BELOW, YOU WILL NEED TO
SELECT YOUR PREFERENCE PRIOR TO SUBMITTING YOUR
APPLICATION**

North	West	Southwest	South
Arlington Heights	Bellwood	Alsip	Burnham
Barrington	Berkeley	Bedford Park	Calumet City
Barrington Hills	Berwyn	Blue Island	Chicago Heights
Bartlett	Broadview	Bridgeview	Country Club Hills
Buffalo Grove	Brookfield	Calumet Park	Dixmoor
Des Plaines	Burr Ridge	Chicago Ridge	Dolton
Elgin	Cicero	Crestwood	East Hazel Crest

Elk Grove Village	Countryside	Evergreen Park	Flossmoor
Glencoe	Elmwood Park	Hickory Hills	Ford Heights
Glenview	Forest Park	Hometown	Glenwood
Golf	Franklin Park	Justice	Harvey
Hanover Park	Harwood Heights	Lemont	Hazel Crest
Hoffman Estates	Hillside	Merrionette Park	Homewood
Inverness	Hinsdale	Oak Lawn	Lansing
Kenilworth	Hodgkins	Orland Hills	Lynwood
Lincolnwood	Indian Head Park	Orland Park	Markham
Morton Grove	La Grange	Palos Heights	Matteson
Mount Prospect	La Grange Park	Palos Hills	Midlothian
Niles	Lyons	Palos Park	Oak Forest
Northfield	McCook	Summit	Olympia Fields
Northlake	Maywood	Willow Springs	Park Forest
Palatine	Melrose Park	Worth	Phoenix
Park Ridge	Norridge		Posen
Prospect Heights	Northbrook		Richton Park
Rolling Meadows	North Riverside		Riverdale
Roselle	River Forest		Robbins
Schaumburg	River Grove		Sauk Village
South Barrington	Riverside		South Chicago Heights
Streamwood	Rosemont		South Holland
Wheeling	Schiller Park		Steger
Wilmette	Stone Park		Thornton
Winnetka	Westchester		Tinley Park
	Western Springs		University Park village

VETERAN PREFERENCE

PLEASE READ

When applying for employment with the Cook County Health & Hospitals System, preference is given to honorably discharged Veterans who have served in the Armed Forces of the United States for not less than 6 months of continuous service

To take advantage of this preference a Veteran **must**:

- Meet the minimum qualifications for the position.
- Identify self as a Veteran on the employment application by answering yes to the question by answering yes to the question, “Are you a Military Veteran?”

· Attach a copy of their **DD 214, DD 215 or NGB 22** (Notice of Separation at time of application filing. Please note: If you have multiple DD214s, 215s, or NGB 22S, Please submit the one with the latest date. Coast Guard must submit a certified copy of the military separation from either the Department of Transportation (Before 9/11) or the Department of Homeland Security (After 9/11). **Discharge papers must list and Honorable Discharge Status. Discharge papers not listing an Honorable Discharge Status are not acceptable**

OR

· A copy of a **valid State ID Card or Driver's License** which identifies the holder of the ID as a Veteran, may also be attached to the application at time of filing.

If items are not attached, you will not be eligible for Veteran Preference

VETERANS MUST PROVIDE ORIGINAL APPLICABLE DISCHARGE PAPERS OR APPLICABLE STATE ID CARD OR DRIVER'S LICENSE AT TIME OF INTERVIEW.

BENEFITS PACKAGE

- **Medical, Dental, and Vision Coverage**
 - **Basic Term Life Insurance**
 - **Pension Plan**
 - **Deferred Compensation Program**
 - **Paid Holidays, Vacation, and Sick Time**
 - **You may also qualify for the Public Service Loan Forgiveness Program (PSLF)**
- For further information on our excellent benefits package, please click on the following link: <http://www.cookcountyrisk.com/>**

MUST MEET ALL REQUIRED QUALIFICATIONS AT TIME OF APPLICATION FILING.

***Degrees awarded outside of the United States with the exception of those awarded in one of the United States' territories and Canada must be credentialed by an approved U. S. credential evaluation service belonging to the National Association of Credential Evaluation Services (NACES) or the Association of International Credential Evaluators (AICE). Original credentialing documents must be presented at time of interview.**

***Please note all offers of employment are contingent upon the following conditions: satisfactory professional & employment references, healthcare and criminal background checks, appropriate licensure/certifications and the successful completion of a physical and pre-employment drug screen.**

***CCHHS is strictly prohibited from conditioning, basing or knowingly prejudicing or affecting any term or aspect of County employment or hiring upon or because of any political reason or factor.**

**COOK COUNTY HEALTH & HOSPITALS SYSTEM IS AN EQUAL OPPORTUNITY
EMPLOYER.**