

PENDING BOARD APPROVAL



Paso Robles Joint Unified School District

Job Description

DRAFT

TITLE: Contact Tracer (Temporary)

CLASSIFICATION: Classified Management

Work Year: 260

REPORTS TO: Health Services Coordinator

SALARY: Classified Management Salary Sched #7
Range 15

BASIC FUNCTION.

Under the general supervision of the Health Services Coordinator, the (Temporary) Contact Tracer conducts contact tracing and case investigation for Paso Robles JUSD students and/or staff. The Contact Tracer supports customer service-oriented interactions that requires interaction with people answering incoming calls related to COVID-19 (including the general public) and making outgoing calls to people identified to have had contact with an individual that tested positive for COVID-19 and responding to inquiries related to COVID-19. The Contact Tracer will make highly confidential phone interviews, gather data, and work in multiple system to inquire and help contain the spread of COVID-19 in accordance with performance standards, policies, procedures, and protocols as well as collaborate with our Health Services Coordinator and School Nurses, assigned supervisor and/or District Office Designees as needed to ensure contact tracing is done accurately, effectively, and efficiently.

ESSENTIAL JOB FUNCTIONS. *This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.*

1. Collaborates with Health Services Coordinator, School Nurses, Assigned Supervisor, and District Office Designee(s).
2. Handles inbound and outbound contacts in a courteous, timely, and professional manner.
3. Transfers/refers staff and community to appropriate entities according to the established guidelines.
4. Responds to all inquiries consistent with confidentiality and privacy policies and refers callers to alternate sources when appropriate.
5. Researches systems to find missing information as applicable, coordinates with other school sites and departments to resolve issues as applicable.
6. Follows processes and procedures; performs all tasks in a courteous and professional manner.
7. Responds effectively to all forms of inbound and outbound contacts, provides responses to questions, and in specific instances, refers callers to the appropriate supervisor, county, or state agency representatives for service and/or when problems or concerns occur.
8. Utilizes knowledge base and training to accurately answer staff and community questions and maintains updated knowledge of the program including its policies, procedures, and protocols.
9. Complies with requirements surrounding confidential information and personal information.
10. Escalates stakeholder issues to the appropriate staff and managerial for resolution as needed.
11. Attends meetings and trainings and reviews all new training material to stay up to date on changes to program knowledge, systems, and processes.
12. Interacts in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions and uses critical thinking and problem-solving skills.
13. Communicates with diagnosed patients through email, phone calls and other platforms to trace individuals they had contact with, determine exposure and provide COVID-19 health education.
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15. Communicates and notifies the contacts of newly diagnosed patients to inform of possible exposure to COVID-19 through phone calls, email, and other communication platforms.
16. Provides contacts with information on quarantine and isolation procedures, what to do if symptoms develop and if appropriate, refer them to testing.
17. Collects and records sensitive client information including but not limited to demographics, health history, underlying conditions and symptoms.
18. Verifies the contact's identity during initial communications and prior to disclosing confidential information.
19. Follows all designated scripts and complies with policies and procedures provided by the health department regarding confidentiality and data security for the handling of sensitive client information and protected health information.
20. Obtains, enters and updates contact tracing and case investigation data into relevant databases.
21. Conducts multiple investigations simultaneously with effective prioritization, prompt action, and attention to detail in documentation and data management.
22. Interviews traced contacts in a professional and empathetic manner that reflects emotional and cultural awareness to build rapport and maintain trust with patients of varied backgrounds.
23. Locates and communicates with contacts in a manner that preserves the confidentiality and privacy of all involved.
24. Documents pertinent and accurate information in COVID-19 contact tracing forms.
25. Assesses contacts ability to safely and effectively quarantine/isolate at home, with adequate water, food, and other necessities and makes referrals as necessary.
26. Complies with all Public Health, State, and/or Federal policies and regulations.
27. Maintains ongoing communication with contacts by conducting daily check-ins to assess signs and/or symptoms and facilitates referral(s) to appropriate resources when needed.
28. Follows updates and learns the latest requirements set forth by agencies such as CDC/CPDH/MCPHD.
29. Participates in educational activities, training programs and program meetings in order to ensure and enhance the quality contact notification activities and program outcomes.
30. Completes other duties as assigned.

PHYSICAL REQUIREMENTS.

Ability to see for purposes of reading policies and printed material. Ability to understand speech at normal levels in person or on the telephone. Ability to communicate so others will be able to understand a normal conversation in person or on the telephone. Ability to operate necessary equipment including computers and computer software with dexterity. Ability to occasionally lift/carry supplies, materials and equipment weighing up to 35 pounds. Ability to demonstrate mental acuity in the performance of job-related duties and interactions with students and adults.

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WORKING CONDITIONS.

Public school work environment subject to sitting at a desk or standing for long periods of time, bending and crouching, kneeling at files, pushing/pulling file drawers, equipment and supplies, reaching in all directions and working at a computer or other standard school equipment.

ABILITIES:

Highly reliable with the ability to maintain regular attendance and punctuality.

The ability to evaluate, troubleshoot, and follow-up on community/staff questions, an aptitude for conflict resolution, problem solving and negotiation.

Must be customer service oriented (empathetic, responsive, patient, and conscientious).

Ability to multi-task, stay focused, and self-manage, strong team orientation and customer focus.

Excellent interpersonal skills and the ability to build relationships with your team and staff.

Knowledge of modern office procedures, methods, and practices; operate a variety of office equipment including a computer along with computer skills—word, excel, email, Google Drive, appropriate English usage, spelling, grammar, punctuation, and mathematical processes; standard office machines, equipment, and personal computer applications.

Knowledge of Google suites and experience with data compilation and spreadsheets

Ability to complete the San Luis Obispo County Health Department's Contact Tracing Training Course

EDUCATION & QUALIFICATION REQUIREMENTS:

High School Diploma or equivalent (required)

College degree (preferred)

Bilingual (preferred)