



**Public Health**  
Prevent. Promote. Protect.

# Boone County Health Department

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*The mission of the Boone County Health Department is to serve our community by preventing the spread of disease, promoting optimal wellness & protecting the public's health.*

## JOB DESCRIPTION

### GENERAL INFORMATION:

<b>Job Title</b>	Contact Tracer
<b>Working Job Title (if different)</b>	None
<b>Department</b>	Strategic Operations
<b>Revised Date</b>	June 2020
<b>Reports To</b>	Contact Tracing Supervisor/COVID-19 Data Coordinator
<b>FLSA Status</b>	Non-Exempt

### GENERAL SUMMARY:

The Boone County Health Department (BCHD) is further developing their teams of contact tracing staff across Boone County, Illinois as a key strategy for preventing further spread of COVID-19.

The Contact Tracer will work with patients to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious, then contact the individuals to let them know of their potential exposure. Contact Tracers will be provided scripts to follow, and must comply with policies and procedures provided by Personal Health Information (PHI), and comply with Human Subjects training regarding confidential information related to personal information.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under general supervision and/or as part of various workgroups and teams, the Contact Tracers performs the following essential functions within the framework of Boone County Health Department's provision of the core functions and essential services of Public Health:

- Call patients who have been newly diagnosed with COVID-19 to provide support and gather information.
- Help patients recall everyone with whom they have had close contact during the timeframe while they may have been infectious.
- Call the contacts to discuss their potential exposure.
- Call each person under active monitoring daily for 14 days to check that there is no onset of symptoms.
- Provide contacts with information about how to separate themselves from others who are not exposed, how to monitor themselves for illness, and if appropriate, refer them to testing according to procedures or to other service providers for additional resources as necessary.
- Attempt to locate and educate hard to reach patients including attempting multiple calls and/or a home visit if required.
- Communicate with contacts in a professional and empathetic manner.

### Public Health Sciences:

- Provides education, counseling, referral and follow-up to individuals and families who are members of a vulnerable population and/or high-risk groups that are adapted to their unique needs, lifestyle, cultural and socio-economic situation.

- Obtains and completes appropriate patient consent forms, ensures patient confidentiality and maintains orderly medical records. Follows established Public Health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Manages public health surveillance/disease investigation methods in community outreach, screening, and case finding of communicable and infectious diseases that threaten the health of the community.
- Collect and record information on symptoms into INEDSS and Salesforce.
- Provide contacts with information about how to separate themselves from others who are not exposed, how to monitor themselves for illness, and if appropriate, refer them to testing according to procedures or to a Resource Coordinator for additional resources.
- Prepare exposure letters for contacts, Isolation/Quarantine release letters, and any additional workplace verification letter that the patient may require.
- Review negative results, clear out negative results in the system as directed, and call to notify patients of a negative COVID-19 result as indicated by the supervisor.
- Enter lab results and update INEDSS/Salesforce as directed by supervisor (releases, symptom changes, ED visits/Hospital stays, and completing cases/sending to IDPH).

#### **Community Divisions of Practice:**

- Advocates on behalf of vulnerable individuals and populations; participates in assessing and evaluating health care services to inform individuals of available health department and community programs/services.
- Contributes to a work environment that fosters ongoing educational experiences regarding Public Health nursing for colleagues, nursing and other health-related students, health care professionals, and members of the community.

#### **Analysis and Assessment:**

- Good critical thinking and organizational skills.
- Strong ability to problem-solve and resolve conflicts.
- Must be flexible and able to multitask and prioritize work.

#### **Leadership and Systems Thinking:**

- Responsible for professional growth and development in pursuing education, participate in committees, conferences, workshops, in-services and contribute to a work environment where continual improvements in public health core competencies are practiced and pursued.
- Participates in quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the respective public health program.
- With general supervision, participates in projects that support Public Health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to blood borne pathogens.

#### **Policy Development and Program Planning:**

- Collaborates in the development of evidence-based Public Health practices and programs, long and short-range policies, and Public Health programs in Boone County.
- Collaborates in and contributes to individual, team and departmental performance management, quality improvement and evaluation activities.
- Assists the Contact Tracing Supervisor/COVID-19 Data Coordinator to update Boone County Public Health Contact Tracing Program procedure, policies, scripts, and training materials as needed.

#### **Communication and Cultural Competency:**

- Delivers targeted, culturally appropriate information to help individuals and groups understand local environmental Public Health policies, regulations and code.

- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Boone County Health Department policy in the collection, maintenance, use, and dissemination of data and information with mandated chart documentation requirements, medical record forms, State and Federal laws and patient consent.

#### **Financial Planning and Management:**

- Under general supervision, researches and summarizes specialized or technical information from varied sources.
- Provides administrative and technical/clerical support to BCHD activities related to development and implementation of community health assessment, policy development, and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems (INEDSS/Salesforce) and utilizes informatics to improve program operations.

#### **Other Duties Include:**

- Participates in department and community emergency response training consistent with job classification in support of Public Health emergency and disaster preparedness, such as National Incident Management System (NIMS)/Incident Command System (ICS) certification.
- Assumes responsibility for own professional growth and development by pursuing continuous improvements in education and training.
- Maintains and secures equipment and supplies.
- Work evening and weekend hours when required and flexes time appropriately.
- Answers COVID-19 Information line and email.
- Performs home visits as needed and required during contact tracing efforts.
- Performs other duties as assigned consistent with job classification.

#### **BEHAVIOR EXPECTATIONS:**

- Treats others with courtesy and respect in all interactions.
- Ability to handle confidential information with discretion and professionalism.

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

##### **Minimum Experience:**

- Work experience and/or lived experience with communities experiencing/at risk of disproportionate COVID-19 impact.
- Experience with health education techniques and principles.

##### **Education, Licensure, Certifications, Experience:**

- High School Diploma or general education degree (GED). One (1) to three (3) months related experience and/or training involving computers, software, accessories and/or accounting.
  - OR equivalent combination of education and experience.
- Ability to speak, read, and write in English
- Bilingual candidates in Spanish/English preferred.
- Valid Illinois driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- CPR certification strongly recommended but not required.

**Knowledge and Skills:**

- Demonstrates ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Excellent interpersonal skills and ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Ability to communicate verbally in a professional and empathetic manner.
- Work experience and/or lived experience with communities experiencing/at risk of disproportionate COVID-19 impact.

**Due to the need for all Health Department personnel to respond to Public Health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:**

- Must be able to be fitted and wear NIOSH 95 mask.
- Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, writing and repetitive motions.
- The employee must occasionally lift and/or move up to 25 pounds.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone. Visual ability sufficient enough to read documents, screens and to drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and other applicable Federal and Illinois law.

**WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:**

**General office setting in health department facilities, as well as community sites in clients’ homes and workplaces.**

The Contact Tracer will work in a general office setting in health department facilities, as well as community sites in clients’ homes and workplaces. Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise (usually moderate), wetness/humidity, vibration, and poor illumination at the job site or while traveling. Travel to and from locations may subject worker to increased risk of driving hazards, and the employee may be required to travel to attend job-related conferences, training or to other departments. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, chemicals and animals. The employee must be able to perform and complete duties under stress, deadlines and while attending to multiple duties at once. The employee must follow all county and department policies, goals and objectives.

In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical, or hostile behaviors and/or communication.

**EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:**

Computer, fax, copier, personal or county vehicle, Public Health and medical equipment, and supplies related to duties.

**REPORTING STRUCTURE:**

<b>Title of Immediate Supervisor:</b>	Contact Tracing Supervisor/Covid-19 Data Coordinator
<b>Titles of any others this position reports to:</b>	Departmental Director
<b>Titles of those who directly report to this position:</b>	None

**Blood borne Pathogen Risk Code: None \_\_ Low \_X\_ Medium \_\_ High\_\_**