

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-21-02

Closing Date: 01/27/2021

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**POSITION TITLE: Contact Tracer COVID-19 Response (Temporary)**  
**DEPARTMENT: Community Health Services**

### **Position Summary:**

Under general supervision of the Director of Community Health Services, the Contact Tracer COVID-19 Response, a non-licensed public health professional, will provide support of contact tracing activities focusing to meet the care needs of the patients and clients within the Winslow Service Area who have been exposed to COVID-19. Conducts contact tracing in response to the infectious disease, COVID-19 by providing health education and guidance to interrupt the ongoing disease transmission. Connects with people (contacts) by phone who are COVID-19 positive or exposed to COVID-19 with the responsibility for using data management in contacting target patients to conduct a symptom check, education, and refer for any further testing as appropriate. The dialogue with contacts will be guided by standard protocols to obtain any symptom history and other relevant health information, provides instructions for self-quarantine, and make referrals to testing, clinical services, and other essential support services. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times. *This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Interviews contacts with infectious disease under the supervision of a clinical staff to identify every possible close contact during the time the patient may have been infectious.
- Verifies the contact's identity during initial communications and prior to disclosing confidential information.
- Initiates prompt communication and communicates effectively with referred patients via a telecommunication system.
- Works with a multidisciplinary team of case management professional staff at WIHCC in providing case management prevention and intervention services in order to mitigate spread and effects of communicable diseases: notify patients, provide patient education, prevention, and intervention services.
- Documents patient demographic data and other information into WIHCC electronic health record and other patient tracking software tools appropriately and accurately.
- Participates in notification of patients regarding test results in a manner that preserves the confidentiality and privacy of all involved.
- Assists patients in overcoming barriers to completing testing and intervention services in clinic.
- Handles common questions and refers patients and visitors to the appropriate locations on WIHCC campus.
- Integrates cultural competency/sensitive communication in all interactions with patients and community by using dynamic communication and interpersonal skills with tactful language, and empathetic interviewing skills to build rapport and maintain trust with patients of varied backgrounds.
- Attends team meetings as necessary to provide and received feedback and enhance program function and effectiveness.
- Adheres to the infectious disease prevention guidelines and measures per the Centers for Disease and Control and Prevention (CDC).
- Uses personal protective equipment appropriately, including surgical masks and N95 respirators; eye protection (goggles, face shields); gowns; and gloves, as indicated during given activities.
- Assesses needs, status, risk, and submit welfare check assessment for patients and families.
- Coordinates the patients' needs with community connectors, primary providers, and the public health nursing case management support team.
- Creates follow-up plan with open cases and contacts (people).
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High school diploma or GED equivalent with up to two years of applicable community/healthcare setting experience. Associate degree or equivalent with one year of applicable experience is preferred. Bachelor's degree or higher from an accredited college or university, with no experience is preferred. Training and experience as a COVID 19 tracer preferred. Experience with health education, community outreach, linkage to care, social services, or other public health series preferred. Experience conducting telephone-based or in person interview, data collection and data entry preferred. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability**

- Knowledge of, and sensitivity to, cultural and language differences.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skills in critical thinking and problem-solving, and ability to use sound judgmental responding to client issues and concerns.
- Skills in strong verbal and written communication, including active listening, emotional intelligence.
- Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions.
- Ability to understand risk, importance and purpose of patients as related to contact tracing and infectious disease.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to read and write in English.
- Ability to accept and learn from feedback.
- Ability to provide exemplary customer service at all times.
- Ability to have a certain degree of creativity and latitude is expected due to experience and judgement to plan and accomplished goals.
- Ability to interact positively with others and possess great interpersonal skills in handling interactions with patients and families, clinic and hospital staffs, and outside agencies and groups.
- Ability to adhere to established protocols in contact tracing and elevate concerns outside of scope of practice to a higher level.
- Ability to multitask in balancing priorities, perform well under pressure, and make sound decisions.
- Ability to have self-confidence.
- Ability to have a strong management skills (organization, prioritization, multitasking).
- Ability to be a great team player by working as a team member and develop productive and cooperative working relationships with health care personnel within the organization.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**