

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-20-128

Closing Date: Open until filled

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**POSITION TITLE: Pandemic Response Technician (Temporary)**

**DEPARTMENT: Community Health Services**

**Position Summary:**

Under general supervision of the Director of Community Health Director, the Pandemic Response Technician will serve as an essential link to communities, and as a key worker in interventions to combat outbreaks of communicable disease, as in the current SARS-Cov-2 pandemic. The pandemic response technician will work with a multidisciplinary team at WIHCC to provide screening, testing, education and other preventive efforts including vaccinations, to our patient population. 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.
- Works with professional staff at Winslow Indian Health Care Center to provide patient education, prevention, and intervention services in order to mitigate spread and effects of communicable diseases.
- Assists and supports WIHCC employees and staff in utilizing personal protective equipment appropriately, including surgical masks and N95 respirators; eye protection (goggles, face shields); gowns; and gloves, as indicated during given activities.
- Works with multidisciplinary staff to manage flow of people and traffic at screening, testing, and immunization activities.
- Screens WIHCC employees and staff for symptoms, and performs temperature checks, in order to ensure safety in the workplace.
- Understands and can implement proper disinfection techniques in potentially contaminated areas.
- Enters patient demographic data and other information into WIHCC electronic record appropriately.
- Participates in notification of patients regarding test results.
- Assists in contact tracing and counseling under supervision of clinical staff.
- 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 culturally sensitive communication in all interactions with patients and community.
- Attends team meetings as necessary to provide and receive feedback and enhance program function and effectiveness.
- Transports specimen samples to the laboratory department or other appropriate locations safely and effectively, and ensure specimens are properly labeled with at least two patient identifiers.
- Maintains dependability and accountability in attendance and job performance.
- 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 WIHCC's 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 required. Associate degree or specialized training in health related field preferred. Six months to one year experience in a healthcare and/or customer service required. Fluency in 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 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.
- 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 accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- 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.**