

Disease Intervention Technician II

GENERAL SUMMARY

Primary purpose is to support department work for contact tracing and/or case investigations to support mitigation and prevention of continued spread of COVID-19 (or other communicable disease) as a part of pandemic preparedness and response strategies. Responsible for assisting with existing or suspected cases of COVID19 and possible contacts, majority of which will happen via telephonic communication.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Complete all required training for making calls and contacts with community members and for use of contact tracing databases and tracking systems.
- Call and have conversations with individuals who are suspected to have COVID19 or who have tested positive for COVID19; conduct investigations into health status, communicate need to isolate/quarantine and identify others they may have had close contact with during their infectious period.
- Communicate to identified exposed individuals (contacts) of their potential exposure as rapidly and sensitively as possible.
- Provide COVID positive & suspect individuals and identified contacts with education, information, and support to understand their risk, what they should do to separate themselves from others who are not exposed, monitor themselves for illness, and the possibility that they could spread the infection to others even if they themselves do not feel ill.
- Conduct monitoring calls to positive individuals and contacts during the duration of their isolation and/or quarantine period following departmental guidance and requirements; checking in on symptom development and health status, adherence to isolation/quarantine requests, and follow-up on questions and concerns.
- Connecting individuals to medical care/treatment should symptoms develop and/or worsen.
- Connecting quarantined individuals to other wrap around services that may be needed during quarantine period.
- Complete data entry and required documentation into web-based and excel-based platforms in timely and required timeframes.
- Follow and maintain all patient confidentiality and privacy rules as set by the Department.
- Proficient with computers, computer programs, telephones, and other technology.
- This description is intended to describe the type and level of work being performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities that may be required by a person so classified.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Bilingual/proficient in English & Spanish is desirable.
- Bachelor's Degree in health, community or public health related field from an accredited college or university preferred.
- One year of community outreach, case management, and/or health care experience. Or
- Associate degree in health, community, or public health related field from an accredited college.
- Three years of experience in community outreach, case management and/or health care experience.

CERTIFICATIONS, LICENSES

- CPR Certification
- Blood borne Pathogens Certification
- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- May include obtaining Community Health Worker Certification

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position. In times of a public health emergency, may be required to report for specialized assigned duties inside or outside of Grand Traverse County.

- Ability to work non-traditional work hours weekends or evenings as needed

DISTINGUISHING CHARACTERISTICS

Work involves literacy and proficiency in windows-based computer programs. Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress; ability to show empathy to distressed individuals. Excellent written and verbal communication skills. Self-motivated; able to work independently; exemplary organizational skills knowledge of community resources and able to deal with high-risk individuals. Ability to interact positively with clients, co-workers, health care and human service practitioners and community representatives from widely diverse cultural and socio-economic backgrounds. Ability to counsel from a culturally aware and client driven perspective. Ability to deliver excellent customer service to all clients while following HIPPA guidelines is essential. Understanding of structural influences on health including the intersections of race and health, education and health, and income and health. This job is not part of a series.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- Position occasionally works in an outdoor environment with exposure to weather-related heat and cold, rain, wind, and related elements.
- May be exposed to infectious diseases,
- May occasionally be required to lift/move up to 50 pounds.

ORGANIZATIONAL KEY COMPETENCIES

All Grand Traverse County Health Department employees are expected to provide professional preventative health services in a compassionate, efficient, progressive, comprehensive, and holistic manner. Additionally, all Grand Traverse County employees are expected to demonstrate a commitment to the following values:

- Serve with Integrity
- Be Innovative
- Be Accountable
- Engage the Team
- Provide Service
- Be Transparent

COMPETENCIES

- Position Specific Key Competencies for Public Health Professionals, also known as Core Competencies, are a consensus set of skills for the broad practice of public health, as defined by the 10 Essential Public Health Services:

Analytical/Assessment Skills

- Describes factors affecting the health of the community
- Explains how community health assessments use information about health status, factors influencing health, assets, and resources
- Use quantitative and qualitative data and identifies gaps
- Describes assets and resources that can be used for improving the health of the community
- Describes how evidence (e.g., data, findings reported in peer-reviewed literature, evidenced based practices) is used in decision making
- Make evidenced-based decisions using data and other information
- Apply ethical principles on the use of data and information
- Advocate for the use of evidence
- Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information

Policy Development/Program Planning Skills

- Contributes to community health improvement planning
- Contributes to implementation of organizational strategic plan
- Contributes to the development of program goals and objectives
- Identifies current trends affecting the health of the community
- Implements policies, programs, and services
- Explains the importance of evaluations for improving policies, programs, and services
- Applies strategies for continuous quality improvement

Communication Skills

- Identifies the literacy of populations served (e.g., ability to obtain, interpret, and use health and other information, social media literacy)
- Communicates in writing and orally with linguistic and cultural proficiency
- Solicits input from individuals and organizations for improving the health of a community
- Conveys data and information to professionals and the public using a variety of approaches
- Communicates information to influence behavior and improve health
- Describes the roles of governmental public health, health care, and other partners in improving the health of a community

Cultural Competency Skills

- Describes the concept of diversity as it applies to individuals, populations, and the community served
- Recognizes and addresses the diversity in individuals and populations when developing, implementing, and evaluating policies, programs, and services that affect the health of the community
- Describes the effects of policies, programs, and services on different populations in the community

Community Dimensions of Practice Skills

- Describes the programs and services provided by governmental and non-governmental organizations to improve the health of a community

- Recognizes, suggests, and supports relationships that affect and are needed to support health in the community
- Provides input for developing, implementing, evaluating, and improving policies, programs, and services
- Uses assets and resources to improve health in a community
- Informs the public about policies, programs, and resources that improve health in a community
- May collaborate in community-based participatory research

Public Health Sciences Skills

- Identifies prominent events in public health history
- Retrieves evidence from multiple sources to support decision making Recognizes limitations of evidence (e.g., validity, reliability, sample size, bias, generalizability)
- Describes evidence used in developing, implementing, evaluating, and improving policies, programs, and services

Financial Planning and Management Skills

- Adheres to organizational policies and procedures
- Describes how teams achieve program performance standards and measures
- Motivates colleagues for the purpose of achieving program and organization goals Leadership and Systems Thinking Skills
- Incorporates ethical standards of practice into all interactions
- Describes public health as part of a larger inter-related system of organizations work together or individually to impact the health of populations at local, national, and global levels
- Contributes to the development of a vision for a healthy community (e.g., emphasis on prevention, health equity for all, excellence, and innovation)
- Participates in professional development opportunities
- Describes ways to improve individual and program performance