



**CITY OF PHILADELPHIA
DEPARTMENT OF PUBLIC HEALTH
DIVISION OF DISEASE CONTROL (DDC)
(April 2020)**

POSITION TITLE: COVID-19 Contact Tracer

PROGRAM AREA: COVID-19 Containment, Contact Tracing

GENERAL DESCRIPTION

The Philadelphia Department of Public Health (PDPH) Division of Disease Control is responding to the public health emergency of COVID-19 in Philadelphia. During the period of community transmission, PDPH is working continuously to detect new cases of COVID-19, identify sources of transmission, control spread and protect vulnerable populations. These efforts are essential to keep the numbers of affected individuals low enough that our healthcare community can provide all needed services.

The Contact Tracer is responsible for reaching out to all persons who have come into close contact with a COVID-19 infected individual and providing them with information and guidance to interrupt ongoing transmission and reduce spread. The Contact Tracer will use a web-based platform and telephone to communicate with assigned contacts, obtain symptom information, refer contacts for testing, and provide instructions for quarantine. Contact Tracers are required to follow all scripts, policies and procedures provided by the Philadelphia Department of Health and will comply with Philadelphia Department of Public Health training regarding confidentiality and the handling of personally identifiable information.

This position is full-time, Monday through Friday, with occasional work after hours and on weekends to support Program activities. The position is grant funded for a minimum of one year. Continuation of the position is dependent on sustained grant funding

SPECIFIC DUTIES

- Quickly get in touch with contacts of diagnosed patients through text, e-mail, phone calls and other platforms when necessary
- Provide contacts with approved information on quarantine procedures, what to do if symptoms develop and if appropriate, refer them to testing
- Assign risk category depending on the contact's underlying medical conditions, occupation, living situation and level of contact with case and understand protocol for each risk category
- Work closely with a team made up of surveillance coordinators, investigators and data managers to efficiently complete case investigations
- Systematically collect and record information in a local database
- Communicate with your team and supervisor when contact cannot be made with an individual and understand the best way to address the problem

- Participate in regular Surveillance & Investigation Program meetings and trainings such as weekly case reviews, communicable disease manual training, and others as deemed necessary
- Participate in outbreak investigation in high-risk settings such as long-term care facilities and congregate living sites

REQUIRED QUALIFICATIONS

- Excellent communication and organizational skills, and attention to detail
- Ability to interact appropriately and effectively with a wide range of persons
- Candidates should have strong critical thinking skills, excellent English language skills, including composition, grammar, and public speaking
- Experience conducting telephone-based or in-person interviews and Spanish, Russian, Polish, Chinese, or Vietnamese language fluency are advantageous
- Computer skills are necessary and should include the ability to access and navigate various databases and software programs following training
- Flexibility, professionalism and the ability to manage multiple projects simultaneously are highly valued attributes
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration in a dynamic urban health department

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The position is 90% remote though office space is available if needed. The position may require some travel and occasional participation in off-site functions. The position requires responding to public health emergencies and at times requires rapid turnaround of communications on short notice.

SALARY AND BENEFITS

Salary is commensurate with experience and qualifications. This position comes with a comprehensive benefits package consisting of medical and dental coverage, paid sick, vacation, and personal time, and a retirement plan.

To apply, please e-mail a resume and short cover letter to contacttracing@phila.gov.