

Job Title	Contact Tracer
Employer/ Agency	Harris County – Public Health Services
Job Description	<p>The Contact Tracer will report to a Contact Tracing Team Lead and be an important part of COVID-19 Response & Recovery efforts within Harris County Public Health (HCPH). The Contact Tracer will support local efforts to combat the COVID-19 pandemic at the community level. The aim of this effort will be to call contacts of each person diagnosed with COVID-19, gather information on the contacts, and provide isolation/quarantine recommendations and or information on testing, and ongoing monitoring if warranted.</p> <p>The Contact Tracer will use a web-based platform to enter information on all contacts of positive COVID-19 cases. Some of this information will include documenting demographics, symptoms, travel, occupation, and testing. Contact Tracers will refer contacts for testing as appropriate and in accordance with established protocols and provide them with instructions for quarantine. Contact Tracers are required to follow all scripts, policies, and procedures provided by HCPH, and comply with HCPH regarding confidential information related to personal information.</p> <ul style="list-style-type: none"> • Call contacts of newly diagnosed patients. • Communicate in a professional and empathetic manner toward distressed individuals. • Collect and record information into the reporting system, CRP, as well as the surveillance and management system, MAVEN. • Provide contacts with approved information about Harris County quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 Care Resource Coordinator for social resources. • Contact tracers will follow the script to inform contacts about the importance of quarantine and what to do if symptoms develop. They may not deviate from the script or provide information that is not included in the script. • Maintain daily contact with Team Lead and/or Supervisor. • Ability to handle confidential information with discretion and professionalism. • Excellent interpersonal skills required and the ability to interact professionally with culturally diverse individuals during a time of crisis and distress. • Ability to answer and manage calls, emails, and/or interactive voice response system. • Take the required steps to protect protected health information (PHI)
Qualifications	<p>High school diploma, or equivalent and some college-level coursework completed</p> <ul style="list-style-type: none"> • Ability to handle confidential information • Critical thinking and sound judgment • Excellent organizational skills
Employer/Agency	Harris County – Public Health Services
City, State, Zip	Houston, TX
Contact Person	http://publichealth.harriscountytexas.gov/Careers
Application Method	Send resume to chwcovid@gmail.com
Opening Date	Apply Immediately!

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