



CASPER-NATRONA
COUNTY HEALTH DEPARTMENT

475 South Spruce Street

Casper WY 82601

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www.casperpublichealth.org

Job Description:

Job Title: Contact Tracer
Salary: \$17/hour
Job Type: Non-exempt, term limited, limited benefits

POSITION DESCRIPTION:

Under the supervision and direction of the Prevention Manager, this position performs community contact tracing resulting from contact with an individual diagnosed with COVID-19. Responsibilities include calling individuals who have been in contact with a diagnosed individual and documenting symptom checks, referring them for testing according to established protocols, providing contacts with connection to resources as needed; and establishing quarantine/isolation periods and sending quarantine/isolation orders.

PRIMARY DUTIES AND RESPONSIBILITIES:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Call individuals with a positive diagnostic test for COVID-19, provide support and gather information including information about the disease, establish isolation period and send isolation orders as required, and arrange testing of symptomatic contacts.
- Collect and record information in the Client REDCAP database
- Maintain daily contact with manager; update on daily progress; report issues from the unit to the supervisor; and brainstorm and implement solutions.
- Call contacts of newly diagnosed cases.
- Triage and coordinate next steps for care and quarantine for relevant contacts.
- Determine relevant quarantine timeframes and exposure periods for positive cases and contacts.
- Assist newly positive cases in determining relevant contacts within the exposure period.
- Perform phone calls as needed; including contacts who have been exposed to COVID-19, workplaces, and to places of business a COVID-19 positive patient has frequented.
- Communicate with contacts in a professional and empathetic manner.



- Contact tracers will follow scripts and procedures to inform contacts about the importance of quarantine and what to do if symptoms develop. Contact tracers are not permitted to deviate from said guidance or provide information that is not included in the documents provided.
- Support the relationship between the Casper - Natrona County Health Department (CNCHD) staff and the general public by demonstrating courteous and cooperative behavior when interacting with contacts and CNCHD staff; maintain confidentiality of work-related issues, confidential health information and CNCHD information. Perform other duties as required or assigned.

Supervisory Duties:

- None

MINIMUM QUALIFICATIONS:

Education and Experience:

- High School Diploma or equivalent; **AND** experience working in a health, human service, or community-based organization preferred; **OR** equivalent combination of education, training and experience. Fluency in Spanish a plus.

Required Knowledge of:

- Standard office practices and procedures, including filing and retrieval systems, correspondence formats and the operation of standard office equipment.
- Maintaining confidentiality and discretion with sensitive information.
- Principles of organizing information, record keeping, and confidential records management.
- English usage, spelling, vocabulary, grammar, proofreading, and punctuation.
- Ability to work effectively with other employees, agencies and the public.
- Business computers, standard MS Office software applications, specialized software applications and internet technologies.

Required Skills in:

- Working independently, maintaining composure and confidentiality, and working effectively in a high-pressure environment with changing priorities.
- Communicating effectively, in a positive and professional manner.
- Providing excellent customer service.
- Critical thinking and sound judgment.
- Providing empathetic customer service and support to distressed individuals.
- Following verbal and written instructions and procedures.
- Planning, prioritizing and completing assignments with minimum supervision.



- Using computer applications related to the work, including word processing, spreadsheet and database applications.
- Maintaining collaborative and effective working relationships with staff, elected officials, boards, outside agencies, and members of the public to meet mutual goals and objectives.

Other Requirements:

Individuals selected for employment are required to:

- Follow all scripts, policies and procedures provided by CNCHD staff and comply with training regarding confidential information related to personal health information.
- Successfully complete Wyoming Contact Tracing training
- Successfully complete Johns Hopkins Contact Tracing Training.
- Successfully complete Wyoming Health Department HIPAA training.
- Use only CNCHD provided or CNCHD specifically approved phones and computers and Internet providers for related duties.
- Successfully complete medical evaluation on hire.
- Successfully complete immunization review on hire.
- Successfully complete drug screen on hire
- Successfully complete Background and Central Registry Check
- Possess a valid State of Wyoming driver's license

Work Environment:

- Contact Tracing Call Center will operate 7 days a week between the hours of 7:00am and 8:00pm. Evening or weekend work may be required.
- Contact tracers will be required to use only CNCHD provided telephones and equipment unless specific approval is given for use of other business-only devices. Each individual will be assessed for appropriate work equipment.
- Interactions with diverse cultural and socio-economic populations.
- Must possess a valid driver's license.
- Ability to travel with use of department vehicle.
- Ability to work some weekend and evening hours.

Preferred:

Experience with public, communication, health awareness and ability to ask questions in a variety of ways.

Responsibility/Accountability

This position reports to the Prevention Manager.

ADA Essential Requirements



- Vision adequate for daily work, corrected vision of 20/40- on the Sneller scale.
- Hearing adequate for daily work corrected hearing of 30 decibels on the 1000, 2000 frequency scale.
- Must have the ability to lift twenty pounds from floor to waist level.
- Reasonable accommodations will be addressed, based on the Position Description.

Potential Hazards Includes

- Potential exposures to communicable disease from direct/or indirect personal contact.
- Use of vehicles/or equipment.
- Variety of environmental conditions at work sites.
- Injury due to awkward positions, and prolonged computer work.
- Exposure to chemical agents, to include reagents, sanitizers and other chemicals that may be associated with routine and incidental assignments.

Performs Other Duties as Assigned

The above statements describe the general duties, which constitute the work of this position and shall not be considered a detailed description of the work requirements inherent to this position.

How to Apply

Interested applicants must submit a letter of intent and resume or curriculum vitae to the Casper Natrona County Health Department. Please submit your letter of intent and resume/CV electronically via email:

Hailey Bloom, MPH
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Casper-Natrona County Health Department
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