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[**www.casperpublichealth.org**](http://www.casperpublichealth.org/)

**Job Description:**

Job Title: COVID Responder I and II

Salary: $15-17/hour

Openings: Full time, part time or evening/weekends only

Job Type: Non-exempt, term limited, limited benefits

# POSITION DESCRIPTION:

Under the supervision and direction of the Prevention Manager, this position performs supportive tasks for the public health response to COVID-19. Responsibilities include calling individuals who have been quarantined or isolated, answering general public questions, assisting in COVID-19 testing, scheduling patients, updating and logging information, data entry, and more.

# 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 or with close contact to a confirmed case to provide information, updates or check progress
	+ Collect, record and update information within databases and systems
	+ Diffuse situations with disgruntled members of the public
	+ Maintain daily contact with manager; update on daily progress; report issues from the unit to the supervisor; and brainstorm and implement solutions.
	+ Answer calls, questions and inquiries of the general public
	+ Triage and coordinate response and follow up for inquiries or questions that cannot be answered
	+ Collect pertinent health information and schedule patients as necessary
	+ Enter confidential patient information without errors into multiple web based health systems
	+ Assist appropriate staff with COVID-19 testing and test collection with appropriate training and PPE
	+ Assist in surveillance testing, off site vaccination, and provide support to other team members during COVID testing and COVID vaccination.
	+ Deliver samples/vaccine as necessary to the appropriate lab or drop off location
	+ Communicate with the public in a professional and empathetic manner
	+ Complete required paperwork for patient and public interactions with appropriate training
	+ 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 the public 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, Google office platforms, 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.
	+ Attention to detail and accurate entry of information.
	+ Adaptability to a fast-paced environment.
	+ 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 additional training as necessary based on assigned job 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:

* + COVID Response will operate 7 days a week between the hours of 7:00am and 8:00pm. Weekend and additional hours may be required.
	+ 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.
* Ability to work a variety of hours. Preference will be given to those with greatest availability and diversity in hours.

# Responsibility/Accountability

This position reports to the Prevention Manager.

# ADA Essential Requirements

* + Vision adequate for daily work, corrected vision of 20/40- on the Snellen 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.