



COVID-19 CASE INVESTIGATOR

DEFINITION: To provide COVID-19 case investigation and contact tracing services under general supervision. The Case Investigator will interface with Inyo County COVID-19 positive individuals to help them recall everyone with whom they have had close contact during the timeframe while they may have been infectious, then contact the individuals to let them know of their potential exposure. Case Investigators will ensure compliance with state and federal regulations and completes data reporting to state databases.

This is a remote, time-limited position that is expected to last until approximately March 31, 2022, with the possibility of being extended.

CURRENT POSITION:

Bilingual (Spanish/English) is a requirement for this Position. Position duties can be fully met via telework.

ESSENTIAL JOB DUTIES:

Disease Investigation

- Communicate to community members infected with COVID-19 results and link those with symptoms to testing and care
- Provide information regarding treatment sources, necessary security requirements such as quarantine, and other procedures to reduce the spread or prevalence of the disease
- Provide consultation regarding symptoms, CDC recommendations and isolation requirements
- Conduct disease investigations, recommend containment or risk reduction measures
- Identify virus source and interview people with SARS CoV-2 infections and COVID-19 (i.e., disease) using motivational interviewing techniques. Identify who the infected individual has been in contact with in order to communicate potential exposure
- Make collateral contacts to obtain pertinent information concerning other individuals who may have been exposed or infected
- Communicate to contacts of their exposure, assessing their symptoms and risk and providing instructions for next steps. Provide contacts with information regarding disease prevention. If symptoms arise, advise to seek medical attention early
- Determine if the case is part of a larger group with a higher risk of transmission.
- Provide health education/risk reduction

Reporting

- Responsible for accurate, timely recordkeeping and following data entry protocols
- Gather and compile data in cooperation with various groups and agencies for use at national, State or local levels
- Identify and report trends identified through disease investigation
- Report outbreak clusters

Compliance

- Ensure state and federal compliance laws and regulations are met

Case Management

- Conducts ongoing client needs assessments and may verify needs by contacting other service providers
- Completes narrative reports regarding a client's condition and services provided and/or recommended
- Enters data regarding case and client information and contacts into automated system(s)
- Makes client referrals to County and/or community resources
- Draws from experience and uses independent judgment to answer questions and provide education relating to COVID-19 symptoms, testing, and isolation/ quarantine
- Maintains appropriate and timely records and documentation
- Maintains appropriate client service standards in compliance with federal, state, and local laws and regulations

EMPLOYMENT STANDARDS

Education/Experience:

Path 1 Two years of full-time experience performing paraprofessional or clerical duties **AND** the equivalent to completion of two years of college, including 15 semester or 22 quarter units in health care, social welfare, social/human service, psychology, sociology, or other social or behavioral science or related field. Applicants must submit their transcripts and/or detailed report of the units completed for relevant course work.

OR

Path 2 A Bachelor's Degree in a closely related field

OR

Path 3 Four years of full-time experience performing increasing responsible paraprofessional or clerical duties

¹*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.*

Knowledge of:

Appropriate professional interpersonal skills; correct English and Spanish usage, spelling, grammar, and punctuation; IBM-compatible computers and software; some Internet familiarity; use of media as a communication tool. Basic processes, systems, and regulations relevant to the division to which this position is assigned (Public Health); basic community resources useful to clients served; basic methods and attitudes involved in the care and support of the target client population; rapport building techniques; effective counseling and intervention techniques.

Ability to:

Entry/training level: Compose basic business letters and professional correspondence; provide professional telephone and in-person responses to members of the public; operate office equipment such as photocopy machine, facsimile machine, typewriter, computer; make public presentations occasionally; balance and prioritize multiple tasks at the same time; prepare accurate and timely reports; think quickly and respond appropriately to unexpected patient behavior; establish and maintain effective working relations with co-workers, outside organizations, and the public; perform detailed procedures with accuracy and efficiency, and maintain confidential information in accordance with legal standards and/or County regulations; report specific indications of need medical services; interview persons to obtain a variety of information applicable to the provision of health and human services; understand and accept differences in human behavior resulting from cultural, economic or other forms of deprivation; effectively instruct adults, including those with physical and mental disabilities, in isolation and quarantine requirements.

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a variety of office equipment.

Typical Working Conditions:

Assigned work is performed remotely. Incumbent will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

SPECIAL REQUIREMENTS: May be required to work flexible hours including evenings and weekends on some occasions; must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency. Consistent attendance is an essential function of the position.

