



Date Developed:	September 11, 2020
HR Review Date:	

JOB DESCRIPTION/JOB POSTING
AN EQUAL OPPORTUNITY EMPLOYER M/W/D

DEPARTMENT:	Health and Human Services Department
DIVISION:	Public Health
POSITION TITLE:	Case Interviewer
JOB TYPE:	
PAY GRADE/RANGE:	\$22 - \$24/ hour
JOB DURATION	TEMPORARY (37.5 hours/week)(6 plus months)
OPENING DATE:	11/16/2020
CLOSING DATE:	11/20/2020

*Starting salary is dependent upon qualifications, but in most cases is no higher than the midpoint for range.

To apply, please visit the City's website at
<https://careers-cityofevanston.icims.com/jobs/search>

NATURE OF WORK:

Investigating individual cases of COVID-19 which includes contact tracing plays an important role in public health responses to infectious disease. Speaking directly with cases and tracing their close contacts ensure that they are isolated or quarantined respectively resulting in reduced infections in the population.

Work comprises of performing case interviews and contact tracing to support the citywide COVID-19 response. The Department's goal continues to be use a trauma-informed, culturally respectful approach that builds trust and facilitates the free sharing of information. Contact Tracers are expected to participate in training. Hours will include weekends and evenings as needed(37.5 hours/week). Candidates may have to work beyond 7.5 hours/day. Contact tracers will work remotely.

ESSENTIAL FUNCTIONS (Specific assignment will include some or all of the following):

- Conducting telephone calls with persons diagnosed with COVID-19 to complete case interviews including identifying close contacts.
- Conducting telephone calls with identified close contacts.
- Providing education about COVID-19.
- Issuing quarantine and isolation instructions/orders.
- Providing guidance on isolation and quarantine procedures.
- Assessing the need for social services and supportive services.
- Enter data related to case investigation and close contacts into various databases and systems.
- Refer contacts to their healthcare provider for medical advice, testing and care as needed
- Monitoring symptoms and facilitating checks to ensure that those infected and exposed are complying with isolation and quarantine instructions/orders.
- Updating isolation or quarantine instructions/orders when indicated.
- Complying with all CDC, IDPH and Evanston Health and Human Service Department's regulations, guidelines and recommendations
- Performing duties as assigned.

MINIMUM REQUIREMENTS OF WORK:

- A baccalaureate degree from an accredited college, including or supplemented by sixteen or more semester credits in health education, or in health, psychology, social or biological sciences; **or** a baccalaureate degree from an accredited college, and six months of full-time satisfactory experience in a health promotion or disease intervention/prevention program, performing one or more of the following: interviewing, conducting field investigations, assessing health risks, making referrals, or collecting and analyzing epidemiological data; **or** a high school diploma or its educational equivalent, and 3 years or more of full-time satisfactory experience as previously described
- Health-related professional experience or public health training
- Proficiency in the use of basic technology and software including MS Word, Excel and data entry.
- Proficiency in English
- Bilingual in Spanish is a plus.
- A quiet, distraction-free work environment without any conflicting responsibilities during your scheduled work shift, as this is currently a remote position
- Candidates of highly impacted communities a plus

Other Knowledge, Skills, and Abilities

- Excellent verbal and written communication skill.
- Ability to communicate effectively in an official and professional manner.
- Ability to conduct interviews with emotional and cultural awareness.
- Ability to understand the concepts of institutional and structural racism and bias and the impact on underserved and underrepresented communities.
- Have demonstrated commitment and understanding to supporting communities that have experienced systematic oppression and bias(e.g. people of color, LGBTQ people, immigrants etc)
- Read: Ability to read manuals (safety, instructional, etc.), professional journals, newspapers, financial reports, and encyclopedias.
- Write: Ability to prepare work assignments, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

SUPERVISION:

Under the direct supervision of the Senior Environmental Health Practitioner, work is performed with the guidance of managerial staff. Assignments may vary from season to season and day to day. Assignments can be either verbal or written, with the employee determining proper procedure and work methods and is responsible for completing the work according to City work rules and safety regulations. The employee is responsible for prioritizing work tasks, and for identifying and utilizing the appropriate resources to resolve a problem or situation. Work performance is reviewed through observation, written and verbal communication, completion of projects, reports, conferences and meetings. Guidance is provided through the State Code, City Code, departmental policies, City operating practices and procedures, union contracts, personnel rules and other resources as applicable to specific projects assigned. Work is evaluated at least weekly or whenever appropriate, with respect to customer service and performance in accordance with this classification standard.