Contact Tracing Temp Position – Contact Notification

**Job Description:** Contact tracing is an evidence based public health practice designed to readily identify and connect with infected individuals, advise of isolation procedures, collect and quickly notify all close contacts of quarantine.

Contact tracing is one of the key non-pharmaceutical interventions to stop the spread of COVID-19, a pandemic illness with no current medical treatment or prevention strategies. We are seeking individuals who want to make a difference working to stop the spread of COVID-19 in the Milwaukee community.

We are seeking individuals who are willing to work individually, as well as those who are skilled with personal interactions and knowledgeable of the community. Flexibility to changing needs and environments is a must.

**Key Characteristics:** The ideal candidate will possess:

- A clear understanding of patient confidentiality, including the ability to notify exposed individuals and advise quarantine without violating confidentiality.
- Excellent and sensitive interpersonal, cultural sensitivity, and interview skills such that they can build and maintain trust with patients and contacts.
- The ability to grasp medical terms and principles of exposure, infection, and infectious periods.
- Be able to independently manage workload that includes reaching out to contacts over the phone, maintaining case logs, and timely data entry.
- Ability to maintain a distraction-free work area.

**Requirements:** Background in community health, health education, or customer service role. Ideal candidates will also have experience working within databases, including data management and data entry. Additionally, experience in interviewing, including seeking personal information and asking clarifying questions as needed to ensure accurate data capture. Furthermore skills in community resource navigation, or special populations (such as non-English speaking, homeless, medically complex, marginalized individuals, or other factors).

**Time Commitment:** Because of the time required to train, mentor, and supervise individuals in this role, we are requiring a minimum commitment of 20 hrs/week for a minimum of 12 weeks.

Shifts will be flexible, covering from 8am-7pm. There is need for both weekday and weekend coverage, and scheduling preferences will be given to those with larger FTE status.