Hotline Operator Temp Position

Job Description: The City of Milwaukee Health Department operates a hotline for questions from the public related to COVID-19. In addition, the hotline has become a resource for individuals who are seeking test results from Wisconsin National Guard (WING)-sponsored testing locations, as well as those who have received no contact letters from the contact tracing team.

We are seeking individuals who are willing to work on-site at our Northwest Health Center (76th and Mill Road) phone bank. The hotline receives calls from 8am-5pm Monday through Friday, and 9am-1pm Saturdays. Physical distancing/barriers and enhanced surface cleaning measures are in place. In addition, temperature and symptom screening is expected of all individuals upon building entry and soft face coverings are required.

Both direct call answering management and clerical support roles are needed. Duties would include: providing positive and negative test results to callers over the phone; providing basic health teaching and guidance to callers around isolation, quarantine, emergency symptoms, social distancing and infection prevention; documenting details of calls for additional follow up when needed; managing confidential health records; generating letters and other documents on behalf of case managers; sending confidential correspondences through email and mail; identifying situations that require further follow up and alerting appropriate persons using structured guidance; documenting actions in electronic data bases and on paper forms.

Key Characteristics: The ideal candidate will possess:

- The ability to access information through various means including use of written protocols and resource manual, computerized web links, and the internet.
- Excellent and sensitive interpersonal skills, cultural sensitivity, and interviewing skills such that they can build and maintain trust with patients and contacts.
- The ability to grasp basic concepts related to COVID-19 from expert sites such as CDC and Wisconsin DHS, and transmit that information verbally to others.
- Use of computer systems for accessing lab and patient information in a confidential, HIPPA-compliant manner.
- Attention to detail is a must.
- Flexibility to ambiguity and changing needs.
- Ability to provide basic information related to COVID-19 in a simple and clear manner to callers.
- Ability to utilize language line to communicate with callers who do not speak English.

Requirements: Background in customer service, information/resource navigation, social work, psychology, library sciences, teaching, public health, health education, or similar consumer-facing roles is desirable. Ideal individuals will also feel comfortable using a computer.

Time Commitment: Requested commitment is a minimum of 3 shifts per week for at least 3 months.