

TEMPORARY DISEASE INTERVENTION SPECIALIST COORDINATOR

CONTRACT TRACER/CASE INVESTIGATOR Recruitment #2007-2501DC-001

List Type	Advisory
Requesting Department	HEALTH DEPARTMENT
Open Date	7/24/2020 12:00:00 PM
Filing Deadline	Continuous
HR Analyst	Nola Nelson

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INTRODUCTION

THIS IS A TEMPORARY APPOINTMENT IN THE MILWAUKEE HEALTH DEPARTMENT. APPOINTMENT TO THIS POSITION DOES NOT PROVIDE CITY BENEFITS OR CIVIL SERVICE STATUS.

PURPOSE



The Milwaukee Health Department seeks detail-oriented, conscientious and compassionate individuals to assist in preventing the spread of COVID-19 within the Milwaukee community.

Applicants must possess the knowledge, skills, abilities and other characteristics listed below in order to be considered for the positions.

Because of the time to train, mentor and supervise individuals in these roles, a commitment of at least 20 hours per week for a minimum of 12 weeks is required.

There is need for both weekday and weekend coverage, with flexible shifts, covering 8 a.m.- 7 p.m. Scheduling preference will be given to those with a greater full-time equivalent commitment.

Under the title of Temporary Disease Intervention Specialist Coordinator, employees will act either as a **Contact Tracer** or **Case Investigator**.

- **Contact Tracers** will identify, monitor and support contact who have been exposed to and possibly infected with COVID-19.
- **Case Investigators** will identify and investigate patients with confirmed and probably diagnosis of COVID-19.

ESSENTIAL FUNCTIONS

- Contact individuals who are exposed, are suspected of exposure or are confirmed as infected with COVID-19 and provide advice to quarantine, while upholding patient confidentiality.

- Build and maintain trust with patients and contacts via effective, compassionate and culturally sensitive interviews and interactions.
- Educate the public relative to the principals of exposure, infection and contagion timelines.
- Independently manage a workload that includes providing contacts over the phone, maintaining case logs, and conducting timely data entry.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- This position requires working from home.
- Must possess a home computer with Wi-Fi (or comparable) in order to access databases required to perform the work.
- Must possess a personal phone for work use.

DESIRABLE QUALIFICATIONS

- Training and/or experience in public health, social work, nursing or a closely related field.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to learn and apply medical terms and principles of exposure, infection and infectious periods.
- Ability to identify and connect individuals with community organizations, agencies and resources related to infectious disease prevention.
- Ability to read and interpret work-related documents, including procedural manuals.
- Ability to exhibit excellent and sensitive interpersonal, cultural sensitivity and interviewing skills in order to build and maintain trust with patients and contacts.
- Ability to establish rapport and provide services sensitively and collaboratively with clients from a wide range of lifestyles and backgrounds.
- Strong detail-orientation, including the ability to enter information into a database accurately and efficiently.
- Customer service and communication skills, especially the ability to listen attentively.
- Ability to communicate diplomatically and tactfully with clients who are unwell, emotional or agitated.
- Ability to exercise sound judgment.
- Ability 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.
- Ability to use standard software programs such as spreadsheet, database, email and the Internet.
- Ability to assess issues related to infectious disease for the purpose of determining appropriate referrals.
- Ability to clearly understand and follow patient confidentiality laws, including the ability to notify exposed individuals and advise quarantine without violating confidentiality.
- Dedication to the promotion of health and prevention of disease in the community.

CURRENT SALARY

The hourly rate (9RN) is **\$21.86-\$26.84** per hour. *Appointment above the minimum is possible based upon training, experience and other credentials and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, interview, or other assessment methods. The Milwaukee Health Department reserve the right to call only the most qualified candidates to personal interviews. Information from the selection process will be used to make temporary appointments.

This is an advisory recruitment. Applications will be accepted and interviews held as often as required to meet the needs of the City. The names of successful candidates will be referred to the hiring department for consideration in filling temporary appointments.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting: www.jobaps.com/MIL.
- This is an advisory recruitment. Applications will be accepted until the needs of the hiring department have been met.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.