

Case Investigator

Job Overview	
Purpose of Position:	The Case Investigator is a public health professional responsible for receiving reports of persons suspected or confirmed as having COVID-19, locating them, and interviewing them in order to gather information necessary for public health case investigation and contact tracing. Interviews will involve gathering information about symptoms, exposures, and identifying others with whom the case has been in contact while potentially infectious. The Case Investigator will ascertain whether the case is part of a group at high risk of transmission or severe disease and provide information about the illness and methods of disease prevention and control, including the importance of staying isolated from others. The Case Investigator will monitor and document the person’s compliance with isolation protocols. The position will also be responsible for coordinating with Epidemiologists who are investigating outbreaks and disease occurrence in congregate settings and with Contact Tracers who will be responsible for contacting and ensuring the quarantine of contacts of the case. Entry of case interview data into a statewide database and assurance of accuracy of data entry required. Employee follows established policies and procedures for all case investigation functions and activities.
Typical Core Duties:	<ol style="list-style-type: none"> 1. Interviewing & Data Collection <ul style="list-style-type: none"> • Calls newly diagnosed cases and collects data on symptoms, exposures, and persons with whom they have been in contact while infectious. • Communicates with contacts in a professional and empathic manner, assuring them of the confidentiality of the information collected and explaining how the contact information will be utilized. • Collects and records information into statewide database and assures accuracy of data. 2. Health Education <ul style="list-style-type: none"> • Provides cases with approved information about state isolation procedures and monitors compliance with isolation. • Alerts Epidemiologists if the case is associated with a congregate or other high risk setting that requires additional public health investigation or intervention. • Following established procedures and/or script, incumbent will provide the ill individual with resources available for further information or support as needed. 3. Data Entry & Maintenance <ul style="list-style-type: none"> • Utilizes established database(s) to identify newly diagnosed patients. • Inputs data collected (i.e. symptoms, contacts, etc.) into database and assures database is kept up to date. • Provides data from Case Investigation efforts to Epidemiologists and/or Health Educators as necessary.
Typical Supervision/Independence of Action:	Performs functions of position independently and within established procedures and guidelines. Seeks supervisory guidance for non-routine or complex matters.
Required Licensure/Education:	N/A
Typical KSAs:	<ul style="list-style-type: none"> • Knowledge of public health practices, communicable diseases, disease control, and epidemiologic methods. • Ability to manage, compile, analyze, and present data.

	<ul style="list-style-type: none"> • Ability to communicate clearly both orally and in writing with diverse audiences. • Ability to work with a variety of computer software packages. • Bachelor’s degree with major course work in public health, epidemiology or related field or comparable experience in epidemiology, surveillance, and public health. • An understanding of patient confidentiality, including the ability to conduct interviews without violating confidentiality (e.g., to those who might overhear their conversations). • Excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills such that they can build and maintain trust with interviewees; ability to maintain confidentiality; judgement as to when to refer cases to other resources if needed.
<p>Typical Preferred Qualifications:</p>	<ul style="list-style-type: none"> • Master's of Public Health or related field preferred. • Understanding of medical terminology and principles of exposure, infection, infectious period, potentially infectious interactions, symptoms of disease, pre-symptomatic and asymptomatic infection. • Basic skills of crisis counseling, and the ability to confidentially refer persons for further care if needed.

Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>

<https://www.dshs.state.tx.us/coronavirus/tracing.aspx>

<https://www.talentboost.cloud/partners-in-health>

<https://www.npr.org/sections/health-shots/2020/04/14/833726999/how-contact-tracing-can-help-fight-coronavirus>