**COVID-19 Case Investigator**

The Virginia Department of Health (VDH) is seeking COVID-19 Case Investigators. 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. 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. This role will be supporting the staff and operations at a local health district.

**ESSENTIAL FUNCTIONS:**

1. Interviewing & Data Collection
   1. Calls newly diagnosed cases and collects data on symptoms, exposures, and persons with whom they have been in contact while infectious.
   2. 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.
   3. Collects and records information into statewide database and assures accuracy of data.
2. Health Education
   1. Provides cases with approved information about state isolation procedures and monitors compliance with isolation.
   2. Alerts Epidemiologists if the case is associated with a congregate or other high risk setting that requires additional public health investigation or intervention.
   3. Alerts Care Resource Coordinator if the case requires additional social support or resources to safely isolate.
   4. Following established procedures and/or script, incumbent will provide the individual with resources available for further information or support as needed.
3. Data Entry & Maintenance
   1. Utilizes established database(s) to identify newly diagnosed patients.
   2. Inputs data collected (i.e. symptoms, contacts, etc.) into the database and assures the database is kept up to date.
   3. Provides data from Case Investigation efforts to Epidemiologists and/or Health Educators as necessary.
   4. Attends relevant trainings and educational sessions.
4. Contributes to team effort by assisting with any other duties as assigned
5. Maintains daily communication with supervisor

**JOB QUALIFICATIONS:**

**Minimum Qualifications:**

* Knowledge of public health practices, communicable diseases, disease control, and epidemiologic methods.
* Ability to manage, compile, analyze, and present data.
* Ability to communicate clearly both orally and in writing with diverse audiences.
* 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.
* Resourcefulness in locating patients and contacts who may be difficult to reach or reluctant to engage in conversation.
* Understanding of when to refer individuals or situations to medical, social, or supervisory resources.
* Cultural competency appropriate to the local community
* Bachelor’s degree with major course work in public health, epidemiology or related field or comparable experience in epidemiology, surveillance, and public health.

**Preferred Qualifications:**

* 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.
* Bilingual candidates strongly preferred
* Basic skills of crisis counseling, and the ability to confidently refer persons for further care if needed.