**COVID-19 Case Investigator**

The Virginia Department of Health (VDH) is seeking COVID-19 Contact Tracers. The Contact Tracer is an entry level public health professional responsible for identifying and contacting individuals who may have been exposed to COVID-19. Contact tracers provide education about the disease, deliver guidance on minimizing the risk of potential transmission, and explain the necessity for the contact to quarantine to reduce the risk of transmission of illness to others. The contact tracer also details specific processes for contacts to conduct health monitoring, and refers contacts for testing according to established protocols. The position will also be responsible for coordinating with Case Investigators and Epidemiologists who are investigating outbreaks and disease occurrence in congregate settings. Entry of contact 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 contacts to gather information and inform contacts of potential exposure.
   2. Communicates with contacts in a professional and empathic, and culturally sensitive manner.
   3. Collects and records information into statewide database and assures accuracy of data.
2. Health Education
   1. Provides contacts with approved information about state quarantine procedures and, if appropriate, refers them to testing according to protocol.
   2. Alerts Epidemiologists if the contact 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 contact 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 contacts for tracing efforts.
   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 Contact 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:**

* 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 confidently refer persons for further care if needed.
* Bilingual candidates strongly preferred