

Contact Tracer

Remote, KS, United States

Kansas Department of Health and Environment (KDHE) is seeking Contact Tracers to support KDHE and Local Health Departments to perform COVID-19 contact tracing.

KDHE will hire, train and supervise a team of community contact tracing staff across Kansas. The aim of this will be to call every person diagnosed with COVID-19, gather their contacts, and proceed to call every contact in Kansas. This is in tandem with KDHE's efforts to increase testing, improve communication and implementation of isolation and quarantine.

The Contact Tracer will use a web-based electronic disease surveillance system, EpiTrax, to call all contacts of anyone diagnosed with COVID-19 to document a symptom check, refer them for testing according to established protocols, and provide them with instructions for quarantine. Contact Tracers are required to follow all scripts, policies and procedures provided by KDHE, and comply with KDHE's training regarding confidential information related to personal information.

Responsibilities

- Call contacts of newly diagnosed patients.
- Communicate with contacts in a professional and empathetic manner.
- Collect and record information on symptoms into the EpiTrax.
- Provide contacts with approved information about Kansas quarantine procedures, and if appropriate, refer them to testing.
- Contact tracers will follow the script to inform contacts about the importance of quarantine and what to do if symptoms develop. They are not permitted to deviate from the script or provide information that is not included in the script.
- Contact tracers will be required to use their own telephone, computer and electronic equipment.
- Maintain daily contact with supervisor.

Qualifications

- Ability to exhibit a professional, positive attitude and work ethic

- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Ability to show empathy to distressed individuals
- High school diploma, or equivalent required and some college preferred
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Second or multiple languages a plus
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Proficiency with computers
- Technology requirements: PC with Windows 10, Antivirus Protection: Windows Defender; or Mac with Apple OS X 10.13, Antivirus Protection: Sophos; internet that is password protected, and personal mobile device to use for this job. A headset is preferred.
- Kansas Resident preferred