

**Walla Walla County  
Position Description**

**JOB TITLE:** Disease Investigator/Contact Tracer

**DEPARTMENT:** Department of Community Health

**REPORTS TO:** Clinic Lead

**PAY GRADE:** **1; Temporary; Full-time or Part-time; This position will be during the COVID-19 pandemic and will end no later than December 31, 2020.**

**JOB SUMMARY:** The Walla Walla County Department of Community Health (DCH) is hiring, training, and supervising a case investigation and contact tracing team across Walla Walla County in response to the COVID-19 pandemic. This largely virtual team is critical in minimizing disease transmission and slowing outbreak progression in the community. Additionally, it allows DCH to provide individuals with the education and support to protect themselves and their families. Through the case investigation and contact tracing process, individuals are provided with education and guidance to: understand their risk of illness; quarantine themselves from others who are not exposed; monitor themselves for illness; and minimize the possibility that they could spread the infection to others.

**SUPERVISORY RESPONSIBILITIES:** N/A

**ESSENTIAL FUNCTIONS:** The aim of the case investigation and contact tracing team will be to interview persons identified as household or non-household close contacts to confirmed or probable cases of COVID-19. Case Investigation and contact tracing interviews will consist of staff using a web-based client resource management platform to assist with: ascertaining contacts' symptoms and risk, gathering further information on exposure, providing guidance on minimizing their risk of potential transmission, explaining the contacts' quarantine responsibility and the details and processes for contact monitoring. These efforts will lead to more targeted testing, improved communication with individuals in the community, a more successful implementation of quarantine, and ultimately, better control of the pandemic in Walla Walla County.

**EXAMPLES OF DUTIES:**

- Follow all scripts, policies, and procedures provided by DCH, and comply with DCH training regarding confidential information related to personal information.
- Call and communicate, in a professional and empathetic manner, with household and non-household close contacts of COVID-19 patients.
- Provide contacts, as applicable, with approved information about Walla Walla County (in accordance with the Centers for Disease Control) quarantine procedures, testing resources, and contact monitoring procedures.
- Inform citizens on the importance of quarantine requirements and steps to follow if symptoms develop.
- Record collected information in the online, secure client resource management system.
- Maintain daily communication with supervisor on activities and task.
- Perform other duties as assigned.

**EQUIPMENT TO BE USED** General office equipment, including computers, printers, fax machines, postal meter, copiers, 10-key calculators, laptop or computer workstation and related software, multi-line phone systems, voice mail, email, and cell phones.

**WORKING ENVIRONMENT/PHYSICAL ABILITIES:** The working environment includes activities in multiple department venues. Physical abilities required for this position are ones typically related to office operations, sitting, standing, bending, reaching, and lifting up to twenty (20) pounds. Manual dexterity and visual acuity to operate computers, other office equipment, accessing file cabinets, and sufficient hearing and speech ability to communicate verbally.

**KNOWLEDGE AND ABILITIES:**

- Ability to work in Windows computing environment.
- Ability to exercise initiative, tact, discretion, and judgment in carrying out work.
- Ability to maintain effective working relationships with staff, other health district/departments, colleagues, public and private officials and community groups, and the general public.
  
- Possess relevant experience related to the position and an understanding of health and disease.
- Exhibit a professional, positive attitude and work ethic.
- Exhibit excellent interpersonal skills and the ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Exhibit an ability to speak, read, and write English.
- Exhibit sound critical thinking and judgment skills.
- Exhibit the ability to handle confidential information with discretion and professionalism.
- Exhibit proficiency with computers and software programs.

**EDUCATION, EXPERIENCE AND TRAINING:** Must be at least 18 years of age and possess a high school diploma or equivalent. Proficiency with computers required. Spanish speaking and/or other languages desired.

**LICENSES AND OTHER REQUIREMENTS:**

- This individual **MUST NOT** use tobacco in any form or smoke “electronic cigarettes”.
- Maintain the principles of confidentiality.
- Be able to work a flexible schedule which may include evenings and weekends.
- Provide documentation of immunization status, proof of immunity to vaccine preventable diseases, or sign an exemption and participate in the employee health program.
- Must successfully pass a background check and a driving record check.

**THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR  
EMPLOYMENT**