

**ICAP at COLUMBIA UNIVERSITY
POSITION DESCRIPTION**

Job Title:	Contact Tracer
Reports To (Title):	Contact Tracking Supervisor

POSITION SUMMARY

Under the supervision of a Contact Tracking Supervisor, performs contact tracing for COVID-19 cases identified through the Columbia University SARS-CoV-2 testing program. The position is a part time position, with flexible and varying hours each week.

MAJOR ACCOUNTABILITIES

Using a culturally respectful approach that builds trust and facilitates the free sharing of information, the Contact Tracer follows all scripts, policies and procedures provided through training and complies with appropriate management of confidential information related to case interviews and contacts. Specific responsibilities include:

- Reaches out to persons diagnosed with COVID-19 and contacts through telephone contact and in person meetings.
- Conducts assessments with cases and contacts and refers all to appropriate information and services.
- Conducts COVID-19 case interviews and contact tracing using a trauma-informed, culturally respectful approach that builds trust and facilitates the free sharing of information.
- Protects and maintains confidentiality and privacy of case interviews and contacts through adherence to appropriate protocols and standard operating procedures.
- Follows approved scripts and protocols, provides cases and contacts with accurate information about COVID-19 prevention and control.
- Assesses cases and contacts' service needs; provides education and risk reduction information.
- Identifies barriers to engagement efforts and appropriately escalates issues to Contact Tracing Supervisor.
- Collects and records information obtained from the case interviews and contact gathering into the data system in accordance with established policies and procedures.
- Participates in meetings and case reviews to improve case investigation outcomes.
- Communicates and coordinates with contact tracers from New York City or New York State.
- Performs related work as assigned.

EDUCATION

- A baccalaureate degree from an accredited college or university

EXPERIENCE, SKILLS & MINIMUM REQUIRED QUALIFICATIONS

- Ability to demonstrate a professional, positive attitude and work ethic.
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Ability and willingness to visit clients at their homes and/or in the field when necessary.
- Ability to show empathy and be nonjudgmental towards distressed individuals.
- Have a demonstrated commitment to supporting/working to advance public health.
- Experience navigating computer systems, utilizing databases for searches and ability to comply with data integrity and security policies, safeguarding all personal identifiable information.
- Ability to speak, read, and write English.
- Proficiency in languages other than English, desirable.
- Previous experience conducting community outreach highly desirable.

PREFERRED QUALIFICATIONS

- Current or recent graduate of the Mailman School of Public Health

TRAVEL REQUIREMENTS

- N/A