SAMPLE POSITION DESCRIPTION FOR CONTACT TRACER

ESSENTIAL DUTIES AND RESPONSIBILITIES
The Contact Tracer will:

- Conduct outreach to individuals to discuss their potential exposure and provide approved information on quarantine procedures, what to do if symptoms develop, and if appropriate, make referrals for testing or other resources.
- Communicate with colleagues, supervisors and the public in a professional and empathetic manner.
- Systematically collect and record information in a centralized database.
- Collaborate with his/her supervisor in identifying and meeting project goals.
- Participate in ongoing professional development and related trainings as well as weekly team meetings.
- Maintain regular, frequent contact with supervisor.
- Conduct other related duties as assigned.

MINIMUM QUALIFICATIONS

- Excellent interpersonal skills and ability to interact professionally, appropriately and effectively with a wide range of culturally diverse individuals during a time of crisis and distress.
- Excellent ability to think critically and communicate both verbally and in writing in a professional and empathetic manner.
- Computer skills are necessary and should include the ability to access and navigate various databases and software programs following training.
- Equally comfortable working individually and within a team environment that emphasizes interdisciplinary collaboration with a dynamic urban health team.
- Must be 18 years of age or older.
- Present evidence of identity and authorization to work in the United States (I-9 documentation).
- Applicants must reside, or have extensive work/lived experience, in the high economic hardship communities identified by the Chicago Department of Public Health.
- A background check is required. However, the circumstances of prior justice-involvement will be considered on a case-by-case basis and will not necessarily disqualify a candidate.

DESIRED QUALIFICATIONS

- Experience conducting telephone-based or in-person interviews. Fluency in Spanish, Polish, Mandarin, Cantonese, or additional languages is highly valuable
- Experience in clinical medicine and/or public health a plus.
- Prior experience in contact tracing.
- Prior customer service experience.