

SAMPLE POSITION DESCRIPTION FOR SUPERVISING CONTACT TRACER

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Supervising Contact Tracer will:

- Supervise a team of approximately fifteen (15) contact tracers that collectively performs all functions of the Chicago COVID Contact Tracing Corps.
- Coordinate the team's schedules; and approve team member's work hours for payroll purposes.
- Track team's daily and weekly progress against target goals including cases contacted successfully and contacts tracked and referred to the Resource Coordination Hub.
- Perform quality assurance by listening in on calls (or to recordings of calls) and providing team feedback.
- Resolve conflicts, troubleshoot issues and design/implement solutions.
- Lead regular team meetings and participate in ongoing professional development and related trainings.
- Conduct other related duties as assigned.

MINIMUM QUALIFICATIONS

- Four (4) years of professional work experience as a supervisor or team lead.
- 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 communicate both verbally and in writing in a professional and empathetic manner.
- Good project management, organizational and critical thinking skills, and ability to track progress of a team.
- 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 spoken in the target communities is highly valuable.
- Experience in clinical medicine and/or public health.
- Prior experience in contact tracing.
- Prior customer service experience.