



Waunakee Community School District

LTE Health Assistant - Contact Tracer Job Description

Limited to 1000 hours per school year and is not guaranteed any specific work hours

Position Summary:

Contact tracers will use a computer program and phones to monitor WCSD-related COVID-19 cases through contact investigation, tracing, establishing disease incidence and education. They will also provide individuals with instructions for quarantine and recommend individuals connect with healthcare professionals for testing according to established protocols. They will also maintain strict confidentiality and HIPAA standards.

Qualifications:

High school diploma or its equivalent

Competent in the use of a computer

Customer service skills

Effective communication skills, experience communicating in challenging situations

Experience performing accurate/efficient data entry

Ability to assume responsibility, display initiative, think critically, and exercise good judgment

Valid driver's license or access to reliable personal transportation

Could require working from home - must have access to high speed internet

Preferred experience:

Experience in public health or as a contact tracer

Working in a call center

Handling confidential or sensitive information securely

Reports to: Director of Student Services

Essential Job Functions:

- Assist in tracking and limiting the spread of COVID-19 in WCSD
- Contact/call people reported with COVID-19, provide education and counsel regarding infection, isolation, quarantine, and prevention
- Gather names and contact information of contacts during the infectious period; refer to healthcare professionals; counsel and teach about prevention
- Document information using a computer program
- Refer contacts to healthcare professionals for testing, according to established guidelines
- Provide instructions for quarantine
- Maintain strict confidentiality and follow HIPAA and training guidelines
- Chart and reviews pertinent, accurate, timely information regarding COVID-19 cases
- Consult with nurses, health assistants and administrators
- Answer calls and written communications
- Establish rapport with varied personalities and hard-to-reach individuals

Other Job Functions:

- Performs other responsibilities as assigned by the Director of Student Services.
- Follows district policies and promotes a positive image of the district at all times.
- Contribute to the efficiency and effectiveness of WCSD's COVID-19 response by offering suggestions and participating as an active member of the work team.
- Develops and maintains positive working relationships.

Knowledge, Skills and Abilities:

Acute attention to detail and excellent organizational and planning skills. Effective interpersonal and verbal communication skills. Ability to prioritize workload and complete assignments timely, meet deadlines and work efficiently in a busy environment. Experience working effectively in team environments. Strong motivation and adaptability including the ability to work independently. Ability to work with diverse communities. Fosters an environment that promotes trust and cooperation among staff and community partners. Follows policies and procedures, including maintenance of confidentiality and security. Basic understanding of communicable disease prevention. Strong computer skills and experience working with an online data management system.

Physical demands:

Work involves walking, sitting, standing, bending, twisting, turning, lifting, carrying, pushing, pulling, and reaching. Ability to lift, move and transport a variety of work related materials up to 25 pounds. Ability to sit for prolonged periods of time. Phone and computer use. Manual dexterity using fine and gross motor skills is necessary. Good vision and hearing with corrective devices, as needed. Will be required to wear proper personal protective equipment (masks/face shields) for prolonged periods of time.

Appointment Type and Duration:

Terminal, 2020-2021 school year appointment.

Work Schedule:

Monday - Friday

Variable hours, not to exceed 40 in any week.

May include nights and weekends