Regional Contact Tracing Supervisor

Role Title:	Program Administration Specialist I
Role Code:	19211
Pay Band:	4
EEO Code:	Professional/B
Job Overview	
Purpose of Position:	The Regional Supervisor is a public health professional responsible for coordinating case investigation and contact tracing activities within a region. Serves as supervisor for a team of case investigators and contact tracers, providing training, oversight, and mentorship. Advises on the technical aspects of the work processes, troubleshooting challenges and identifying solutions. Tracks progress of the unit, assessing data on productivity and timeliness of interviews and application of and compliance with interventions for cases and contacts. Conducts quality assurance of interview methods, application of confidentiality laws, and data collection. Communicates with sites affected by exposure to a person with COVID-19, advising them on steps they need to take to prevent infection. Coordinates with district, regional, and central office staff engaged in the pandemic response, reporting data on progress and activities as requested and conferring with investigators and leadership about challenging disease control situations. Employee follows established policies and procedures for all case investigation functions and activities, but independent judgement and actions based on a solid foundation of knowledge and experience will also need to be applied.

Typical Core Duties:	1. Supervision
	   • Coordinates with health districts in assigned region to assign case investigators and contact tracers based upon needs of each health district.
	   • Assists with supervision of case investigators and contact tracers, ensuring coordination of duties and coverage of assignments.
	   • Develops schedules, provides training and mentorship. Discusses challenging situations with staff and helps identify solutions.
	2. Program management
	   • Serves as subject matter expert, interpreting policies and guidelines and ensuring activities are conducted in accordance with standardized practices.
	   • Coordinates the activities of staff to ensure all aspects of the program are addressed in a timely and complete way.
	   • Reviews data to quantify productivity, timeliness, and compliance of cases and contacts with disease control requirements.
	   • Communicates with others who are responsible for different aspects of the pandemic response to ensure seamless integration of activities.
	3. Health Education
	   • Provides scientifically accurate information about COVID-19 to community partners who are concerned about potential exposures to the virus in their setting and advises on steps to take to protect persons in the setting.
	4. Quality Assurance and Coordination
	   • Ensures data produced by the work unit is accurate and reported to supervisors and leadership upon request.
	   • Ensures all procedures are followed by staff.

	• Coordinates with district, regional, and central office staff to ensure the community is protected.
Typical Supervision/Independence of Action:	In cooperation with local health districts, manages staff on a daily basis, works extensively with agency and community partners, provides technical assistance and consultation, oversees implementation of COVID-19 grant objectives, data analysis and progress reporting. Consults with supervisor about unusual public health events and challenging situations involving non-compliance or disease risk in community settings.
Required Licensure/Education:	N/A
Typical KSAs:	• Considerable knowledge of the cause, transmission, treatment, and prevention of communicable diseases and other events of public health importance; methods of public health surveillance and case, cluster, and disease outbreak investigations; federal and state laws, regulations, and policies regarding public health and the reporting and control of disease; and biostatistics, computer data analysis and interpretation of results, and data management techniques. • Demonstrated ability to lead and direct the work of others in a supervisory or project management capacity; establish and maintain effective working relationships; and evaluate progress toward meeting program goals and objectives; • Ability to collect, analyze, quality assure, interpret, and present statistical data; and communicate effectively orally and in writing with health care professionals and the general public.
Typical Preferred Qualifications:	• Master's of Public Health or related field preferred. • Considerable experience in epidemiology, public health, or a related area • Experience working with public health data systems • Knowledge of COVID-19 and the management of the public health response to emerging infections preferred. • Understanding of the medical terms and principles of exposure, infection, infectious period, potentially infectious interactions, symptoms of disease, pre-symptomatic and asymptomatic infection

Resources:

https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html

https://www.dshs.state.tx.us/coronavirus/tracing.aspx

https://www.talentboost.cloud/partners-in-health

https://www.npr.org/sections/health-shots/2020/04/14/833726999/how-contact-tracing-can-help-fight-coronavirus