

# Supervisor/Team Lead for Case Investigation and Contact Tracing COVID-19 Response Template Job Description

## Introduction:

**Case investigation and contact tracing** is the process of working with a person (patient) who has been diagnosed with an infectious disease to identify and provide support to other people (contacts) who have been exposed through close contact with the patient. This process is a core disease control measure that has been employed by health department personnel for decades and is a key strategy for preventing the spread of COVID-19. **The Case Investigator and Contact Tracing Supervisor or Team Lead provides direction, support, and supervision for a team of staff who conduct disease intervention activities with people (patients) with probable, suspected, and laboratory-confirmed diagnoses of COVID-19, AND people (contacts), who may have been exposed to the virus, through close contact with a person diagnosed with COVID-19.**

## Position Summary:

The contact tracing supervisor/team lead is an experienced public health professional providing support to a health department in the fight against COVID-19. The supervisor or team lead is responsible for the supervision, direction, training, and continuous assessment of a case investigation and contact tracing team or unit assigned to their designated health jurisdiction. It is preferred that the supervisor or team lead possesses an advanced understanding of the principles of case investigation and contact tracing and can guide the team regarding messaging, creative problem solving, and other interventions for patients and contacts to interrupt ongoing disease transmission. The supervisor or team lead directs the performance of day-to-day disease intervention activities, ensuring that the quality and timeliness of work is performed according to established guidelines.

They conduct quality assurance and performance monitoring, ensuring that team members' efforts are aligned with standard operating procedures for collection of epidemiological data, instructions for quarantine and isolation, and linking clients to clinical and social support services. The supervisor or team lead ensures compliance with policies and procedures of the health department regarding confidentiality and data security for the handling of sensitive client information and protected health information. They collaborate with health department staff and other key partners to evaluate program activities, identify best practices and lessons learned and facilitate program enhancements.

## Essential Functions, include but are not limited to:

- Collaborates with surveillance, epidemiology and clinical staff and other health officials in establishing priorities for case investigation and contact tracing, appropriate triage protocols for incoming laboratory and provider reports, and evaluation and monitoring of case investigation and contact tracing activities and outcomes.
- Directs the assignment of disease intervention activities, collaborating with surveillance triage staff to ensure the equitable assignment of priority cases and contacts for investigation. Monitors progress to ensure investigations are completed in a timely manner. Conducts workload assessments and adjusts work assignments as necessary. Facilitates inter-jurisdictional coordination of information to ensure the continuity of case investigation and contact tracing.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

- Coordinates orientation and training of new hires/contractors/volunteers and existing case investigation and contact tracing staff. Ensures completion of role-specific knowledge and skill-based training courses, familiarity and proficiency with relevant guidance and scripts for interactions with patients and contacts, as well as surveillance and data management systems. Provides modeling and coaching of effective interview techniques and conducts dual interviews and interview observations, providing timely feedback. Provides guidance on expectations for thorough investigation and documentation procedures and criteria for closure of case and contact follow-up activities.
- Provides ongoing coaching, and mentorship and facilitates training for case investigation and contact tracing staff to enhance performance and prepare them for increased responsibilities. Activities include but are not limited to, creative problem solving around complex and atypical cases, clarifying proper procedure for documentation and closure, resolving challenges in locating patients and contacts or persuading clients to comply with recommendations for medical evaluation, testing, quarantine or isolation. Coordinates collaborative learning opportunities such as facilitating meetings to discuss lessons learned with both successful and poor outcomes of case investigations, notification of exposure and isolation/quarantine compliance and monitoring.
- Ensures appropriate documentation of pertinent information on COVID-19 case investigation and contact tracing forms, data entry into health department data/surveillance systems, and adherence to protocols for completeness, timeliness, and frequency.
- Conduct quality assurance of work activities and measure work outcomes through workload and skills assessment. Reviews case reports prepared by staff to ensure completeness and appropriateness of investigations and actions taken. Observes staff investigation and interview techniques to ensure work procedures and quality standards. Promptly discusses findings with employees and offers constructive feedback to improve or maximize levels of performance.
- Confers with health jurisdiction management team regarding significant events that could impact program objectives (for example, potential outbreak situations, personnel issues, changes in health care facility's policies/infrastructure, or other special circumstances).
- Collaborates in the collection, analysis, and evaluation of process and outcome measures related to case investigation and contact tracing activities and related program objectives. Conducts routine report generation and review of performance measures. Identifies new and revised work procedures with potential for improving operating efficiency. Collaborates with other local health jurisdictions and other relevant partners to discuss barriers and facilitators, make recommendations for improvement, jointly develop a plan of action to resolve systems issues and improve overall program effectiveness. Monitors quality improvement activities, providing feedback and training to redirect or realign priorities or resources as deemed necessary to achieve objectives.
- Maintains open communication and works collaboratively with counterparts or liaisons within the health department and its relevant partner organizations to maximize opportunities for disease intervention and to further other mutual goals. Provides documentation (e.g., case investigation and contact tracing policies, procedures, outcomes) in standard reports and participates in regular program meetings and

other forums, providing updates on program activities, challenges and successes. Collaborates in initiatives to enhance the quality of contact tracing activities and program outcomes.

- Establishes protocols and procedures for routine administrative functions within assignment areas (e.g., coordinating schedules, employee time and attendance, proper use of equipment). Employs best practices in the management of virtual workforces and implements appropriate telework policies/procedures, including provisions for patient confidentiality and data security.
- Ensures adherence with all requisite trainings and requirements for maintenance of patient confidentiality and collection of information in concordance with local data privacy and confidentiality standards.

## Work Environment and Physical Requirements

The position will require responding to public health emergencies with rapid turnaround times for communication, initiation and completion of assignments. The position will require daily use of a computer, telephone or cell phone, and access to a secure internet connection. This position may require moderate physical effort including lifting materials and equipment of less than 50 pounds and involves viewing a computer screen 50 to 75 percent of the time. The position may require both onsite observation and coaching of a team of case investigators and contact tracing staff in a workplace setting, and work from home, while complying with all requirements for client confidentiality, records and data security. If there is a need to support training and quality assurance of case investigation and contact tracing activities in the field (in person), the position will require appropriate training on infection prevention and control practices, and be provided any necessary personal protective equipment (PPE) prior to conducting in-person activities. The position may require working non-standard hours (i.e., evenings, weekends). The position

may require some travel and occasional participation in off-site functions.

## Required Qualifications/Skills:

- High school diploma or General Education Development (GED) equivalent with four years of direct work experience conducting case investigation, contact tracing and other communicable disease investigation activities; or,
- Associate degree, with three years of direct work experience conducting case investigation, contact tracing and other communicable disease investigation activities; or,
- Bachelor's degree or higher from an accredited college or university, with two years of direct work experience conducting case investigation, contact tracing and other communicable disease investigation activities.
- Strong leadership, coaching and mentoring skills
- Strong verbal and written communication skills, including active listening and emotional intelligence
- Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions
- Critical thinking and problem-solving skills, and the ability to use sound judgment when responding to client issues and concerns
- Proficiency with MS Office 365 (i.e., outlook, word, powerpoint, excel)
- Ability to compile, analyze and present data for various audiences
- Ability to read and write in English
- Ability to adapt to changing environments and give and receive constructive feedback
- Ability to identify performance challenges and appropriate solutions

- Ability to use discretion, maintain confidentiality and ethical conduct
- Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships
- Strong time management skills (e.g., organization, prioritization, multitasking)
- Ability to work independently and as part of a multidisciplinary team
- Proficiency with use of computers (desktop, laptop, tablet)
- Proficiency with use of mobile devices (smartphones, mobile apps)

### **Preferred Qualifications:**

- Four or more years of direct work experience conducting communicable disease investigation, case investigation/contact tracing/partner services
- Experience in supervising or leading personnel carrying out health education, community outreach, linkage to care, or other public health efforts
- Experience in training, mentoring and coaching
- Bilingual skills—fluency in the primary language(s) of the geographic area and communities assigned to support.