



## **COVID RESPONSE SPECIALIST**

**Term-Limited Position Ending June 30, 2023**

**DEFINITION:** Under general supervision, position provides a broad range of COVID-19 response and recovery activities including, but not limited to, case investigation and contact tracing services; providing isolation/quarantine instructions; prevention education; support of vaccination clinics; data collection, input and management; and other related activities.

This is primarily a remote, time-limited position that is expected to last until approximately June 30, 2022, with the possibility of being extended until June 30, 2023. May require provision of services on-site from time to time.

### **CURRENT POSITION:**

**Bilingual (Spanish/English) is a requirement for this Position. Position duties can be primarily met via telework.**

### **ESSENTIAL JOB DUTIES:**

#### **Disease Investigation**

Conduct disease investigations, recommend containment or risk reduction measures; communicate to community members infected with COVID-19 results and link those with symptoms to testing and care; provide information regarding treatment sources, necessary security requirements such as quarantine, and other procedures to reduce the spread or prevalence of the disease, providing consultation regarding symptoms, CDC recommendations and isolation requirements; identify virus source and interview people with SARS CoV-2 infections and COVID-19 (i.e., disease) using motivational interviewing techniques for the purpose of identifying who the infected individual has been in contact with in order to communicate potential exposure; make collateral contacts to obtain pertinent information concerning other individuals who may have been exposed or infected and communicate to contacts of their exposure, assessing their symptoms and risk and providing instructions for next steps, including placing on quarantine and providing contacts with information regarding disease prevention, as well as advising to seek medical attention early; provide health education/risk reduction to all involved individuals.

#### **Case Management**

Conduct ongoing client needs assessments, including verifying needs by contacting other service providers; identifies individual supports needed to ensure isolation/quarantine compliance, providing client referrals to community and/or County resources; draws from experience and uses independent judgment to answer questions and provide education relating to COVID-19 symptoms, testing, and isolation/quarantine; maintains appropriate and timely records documentation, completing narrative reports regarding client condition and services provided and/or recommended; and enters data regarding case and client information and contacts into automated system(s).

#### **Outreach and Education**

Conduct outreach to high-risk populations as identified and directed, including providing assistance in the development of culturally- informed media outreach efforts; provide individual, group, and community COVID-19 prevention education; and assist in the implementation of the County's health equity plan as needed.

#### **Vaccination Clinics**

Ability to communicate effectively and professionally with patients of all ages. Provide general support with vaccination clinics, including outreach to high-risk populations, via telephone or on-site during clinics, as identified and directed. Assist with clinic tasks, like medical intake screening, information dissemination, and general observation. Use various technology systems, with limited access to Personal Health Information (PHI).

#### **Reporting/Compliance**

Gather and compile data in cooperation with various groups and agencies for use at national, state, and local levels, including maintaining accurate, timely recordkeeping and following data entry protocols; identify and report trends identified through

disease investigation, including reporting outbreak clusters, and ensure state and federal compliance laws and regulations are met at all times .

## **EMPLOYMENT STANDARDS**

### **Education/Experience:**

**Path 1** Two years of full-time experience performing paraprofessional or clerical duties **AND** the equivalent to completion of two years of college, including 15 semester or 22 quarter units in health care, social welfare, social/human service, psychology, sociology, or other social or behavioral science or related field. Applicants must submit their transcripts and /or detailed report of the units completed for relevant course work.

**OR**

**Path 2** A Bachelor's Degree in a closely related field

**OR**

**Path 3** Four years of full-time experience performing increasing responsible paraprofessional or clerical duties

<sup>1</sup>*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.*

### **Knowledge of:**

Appropriate professional interpersonal skills; correct English and Spanish usage, spelling, grammar, and punctuation; IBM- compatible computers and software; some Internet familiarity; use of media as a communication tool. Basic processes, systems, and regulations relevant to the division to which this position is assigned (Public Health); basic community resources useful to clients served; basic methods and attitudes involved in the care and support of the target client population; rapport building techniques; effective counseling and intervention techniques.

### **Ability to:**

**Entry/training level:** Compose basic business letters and professional correspondence; provide professional telephone and in- person responses to members of the public; operate office equipment such as photocopier machine, facsimile machine, typewriter, computer; make public presentations occasionally; balance and prioritize multiple tasks at the same time; prepare accurate and timely reports; think quickly and respond appropriately to unexpected patient behavior; establish and maintain effective working relations with co-workers, outside organizations, and the public; perform detailed procedures with accuracy and efficiency, and maintain confidential information in accordance with legal standards and/or County regulations; report specific indications of need medical services; interview persons to obtain a variety of information applicable to the provision of health and human services; understand and accept differences in human behavior resulting from cultural, economic or other forms of deprivation; effectively instruct adults, including those with physical and mental disabilities, in isolation and quarantine requirements.

**Typical Physical Requirements:** While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a variety of office equipment.

### **Typical Working Conditions:**

Assigned work is performed remotely. Incumbent will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

**SPECIAL REQUIREMENTS:** May be required to work flexible hours including evenings and weekends on some occasions; must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre- employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency. Consistent attendance is an essential function of the position.

