



**SARATOGA COUNTY
DEPARTMENT OF HUMAN RESOURCES**

County Municipal Center
40 McMaster Street
Ballston Spa, New York 12020

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LEAD CONTACT TRACER
Saratoga County Department of Public Health
NO REMOTE CAPABILITY – ONSITE REQUIRED

Saratoga County's Department of Public Health is currently seeking individuals interested in serving as Lead Contact Tracer.

RESPONSIBILITIES:

The Lead Contact Tracer will lead a team of contact tracers, who will be responsible for working to contact people diagnosed with COVID-19 to complete a case investigation which may include connecting contacts with various services (including social support structures, testing, clinical care, etc.). The Lead Contact Tracer is responsible for the leadership of team, providing direct oversight, and mentorship. The Lead Contact Tracer will be the team's point of contact for all team questions. The Lead Contact Tracer will also be expected to perform many of the daily functions of the Contact Tracer role, at a reduced volume.

- Lead and direct a team that collectively performs all functions of the Contact Tracing Initiative.
- Coordinate the team's schedules and provide daily direction and troubleshooting.
- Escalate issues from the team to Saratoga County Public Health Services (SCPHS) point of contact, brainstorm and implement solutions.
- Communicate any process changes or new instructions to the team as appropriate.
- Triage and coordinate next steps for communication with and care for individuals the person has been in contact with including possible isolation or quarantine.
- Perform phone calls as needed, including to contacts who have been exposed to COVID-19, to places of business, health care providers, or other community-based locations where a COVID-19 positive patient has visited, and to refer patients and their families to different social services.
- Other COVID related duties, as assigned.

This is a temporary, per diem based position at \$30/Hour, with the possibility to extend term as needed.

The contact center will operate 7 days a week between the hours of 8am and 8pm. Evening and/or weekend work may be required.

QUALIFICATIONS

Minimum Qualifications:

- A minimum of a bachelor's degree or equivalent work experience (minimum of 6 months experience with communicable disease investigation/contract tracing) is required. · Successful completion of COVID-19 Contact Tracing: A course from Johns Hopkins <https://coronavirus.jhu.edu/contact-tracing>
- LPN or RN NYS licensure is preferred. Experience in clinical medicine and/or public health is a plus.
- At least one year of experience with directing and leading staff.

- Experience in a health, human service, or community-based organization, or institutional setting is strongly preferred.
- Ability to speak, read, and write English clearly and concisely. Fluency in a second or multiple languages would be a plus.
- Computer proficiency required (knowledge and ability to use computers and related technology without direction).

PREFERRED SKILLS

- Ability to exhibit a professional, positive attitude and independent work ethic.
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified.
- Excellent organizational and communication skills.
- Critical thinking and sound judgment required.
- Ability to handle confidential information with discretion and professionalism.

Interested candidates should submit their resume, and letter of interest **with documentation** of successful completion of COVID-19 Contact Tracing: A Course from Johns Hopkins to:

Saratoga County Public Health Services

ATTN: Mary Myers / Contact Tracing

6012 County Farm Road

Ballston Spa, NY 12020

leadcontacttracer@saratogacountyny.gov

(No fax submissions accepted)

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