

Contact Tracer I – DOHMH Call Center (F/T REMOTE)

The Fund for Public Health in New York City, (FPHNYC) is a 501(c)3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. In partnership with the New York City (NYC) Department of Health and Mental Hygiene (DOHMH), FPHNYC supports innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

New York City (NYC) is seeking Contact Tracers to perform COVID-19 case interviews and contact tracing to support the citywide COVID-19 response using a trauma-informed, culturally respectful approach that builds trust and facilitates the free sharing of information. The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.

Contact Tracers will be hired and trained to work as part of a DOHMH Call Center to support the health department's COVID-19 response. Contact Tracers will be supervised by Supervising Contact Tracers.

The DOHMH Call Center will conduct phone interviews with people diagnosed with COVID-19 in NYC. During the case interview, the Contact Tracer will gather information about the case, gather information about the case's contacts, notify and educate any household/close contacts who are present during the interview, and assess case and household contact needs for services to support isolation/quarantine, including medical care. The DOHMH has established a Call Center with a dedicated data system for collecting and documenting case and contact information obtained from contact interviews. The DOHMH Call Center will liaise with an external Community Contact Call Center that will monitor cases and contacts during isolation/quarantine, connect them to services, including medical, behavioral, and social services, and conduct additional contact elicitation and notification.

Contact Tracers are required to follow all scripts, policies and procedures provided by DOHMH, and comply with DOHMH training regarding handling of confidential information related to case interviews and contacts.

Responsibilities

- Conduct telephone calls with persons diagnosed with COVID-19 to complete case interviews, elicit and trace contacts exposed to COVID-19
- Provide follow-up instructions to cases and to contacts related to isolation/quarantine, symptom monitoring and assess the need for medical care and supportive services
- Communicate with cases and contacts in a professional and empathetic manner
- Collect and record information from the case interview/contact gathering into the data system
- Follow approved scripts and protocols, provide people with approved information about isolation and quarantine procedures, and if appropriate, refer them to testing
- Conduct in-person investigations into congregate settings and selected cases and contacts, as needed
- Maintain daily communication with their Supervising Contact Tracer, as assigned
- Provide information on where to find other social, health resources using approved script/resource list

- Receive telephone consent for potential follow-up calls from DOHMH or other organizations offering support services
- Protect and maintain individuals' privacy and confidentiality

Qualifications

- Health-related professional experience or public health training
- Ability to demonstrate a professional, positive attitude and work ethic
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities
- Excellent interpersonal skills and ability to interact professionally with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress
- Have a demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice involved persons, etc.)
- Ability to show empathy and be nonjudgmental towards distressed individuals
- Excellent organizational skills
- Critical thinking and sound judgment
- Experience navigating computer systems and ability to comply with data integrity and security policies, safeguarding all personal identifiable information
- Ability to speak, read, and write English
- Proficiency in languages other than English a plus
- Candidates of highly impacted communities are strongly encouraged to apply
- Preference given to New York City residents

Education/Experience

1. A baccalaureate degree from an accredited college, including or supplemented by twelve semester credits in health education, or in health, social or biological sciences; or
2. A baccalaureate degree from an accredited college, and six months of full-time satisfactory experience in a health promotion or disease intervention/prevention program, performing one or more of the following: interviewing, conducting field investigations, assessing health risks, making referrals, or collecting and analyzing epidemiological data; or
3. A four-year high school diploma or its educational equivalent, and four years of full-time satisfactory experience as described in "2" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits from an accredited college for one year of full-time experience. However, all candidates must have a four-year high school diploma or its educational equivalent, and either twelve semester credits as described in "1" above or six months of experience as described in "2" above.

All necessary equipment and internet connection will be provided for Contact Tracers to work from home. You must have a quiet, distraction-free work environment without any conflicting responsibilities during your scheduled work shift. This position could move to on-site call centers at a later date.

SALARY AND BENEFITS

FPHNYC offers a comprehensive benefits package. The salary for this position is approximately \$57,000.

TO APPLY

To apply, send resume, with cover letter, including how your experience relates to this position to Covid-19jobs@fphnyc.org, with **YOUR NAME** and **Contact Tracer I** in the subject. The Call Center will operate 7 days a week from 7AM to 9PM. Please note any limitations in your availability to work evenings/weekdays/mornings in your cover letter. We ask that you do not contact our staff directly and no phone inquiries please. Applicants who best match the position needs will be contacted.

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