

Supervising Contact Tracer – 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. To this end, in partnership with the New York City (NYC) Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates 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 Supervising Contact Tracers to supervise Contact Tracers performing 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 at the DOHMH Call Center will conduct phone interviews with people diagnosed with COVID-19 in NYC. Supervising Contact Tracers will be responsible for overseeing, supporting, and providing ongoing training to Contact Tracers who will gather information about the case, elicit 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.

Supervising Contact Tracers will ensure that Contact Tracers are following all scripts, policies and procedures provided by DOHMH through periodic evaluation and refresher training, and that staff are complying with DOHMH training regarding handling of confidential information related to case interviews and contact elicitation.

Responsibilities

- Oversee the work of Contact Tracers engaged in case interviews, contact tracing and linkage to services and maintain daily communication with their Contact Tracers, as assigned
- Provide guidance to Contact Tracers to ensure that case interview activities are conducted according to applicable Call Center protocols, policies and procedures
- As needed, conduct case reviews with Contact Tracers to ensure comprehensive and high-quality interviews
- Conduct routine quality assurance monitoring to ensure that data are appropriately collected and entered into the data system; troubleshoot and follow-up on data errors
- Provide ongoing refresher training for Contact Tracers
- Provide leadership with ongoing feedback on protocols, data collection instruments and systems to enhance their effectiveness and efficiency in meeting Call Center objectives

- Collaborate with the DOHMH Community Partnership Engagement unit to ensure updated resource lists are used during interviews, including information on referrals to social and health services
- Assist with interviewing and hiring of new Public Health Connectors, and match hiring needs with the language needs for the communities being served (e.g., Spanish, French, Haitian-Creole, Mandarin, Cantonese, Bengali)
- Protect and maintain individuals' privacy and confidentiality

Qualifications

- Public health experience and training
- Experience supervising diverse teams
- Experience working with different communication styles
- Ability to be respectful, sensitive to and understanding of the diverse perspectives of staff and work with them to resolve differences
- Ability to supervise teams who may work remotely
- Proficiency in navigating computer systems; ability to learn new data systems quickly and to comply with data integrity and security to safeguard all personal identifiable information
- 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 required 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 toward distressed individuals
- Excellent organizational skills
- Critical thinking and sound judgment
- Ability to speak, read, and write English
- Proficiency in languages other than English a plus
- Preference given to New York City residents

Education/Experience

1. A baccalaureate degree from an accredited college or university, and two years of full-time satisfactory experience in a public health program, performing duties involving case finding, case management, interviewing, investigating and other related public health work, one year of which must have been in a supervisory capacity; or
2. An associate degree from an accredited college or university, including or supplemented by twelve semester credits in health education, or in health, social or biological sciences; and four years of experience as described in "1" above, one year of which must have been in a supervisory capacity; or

3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization, and six years of experience as described in "1" above, one year of which must have been in a supervisory capacity; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. Undergraduate college credit may be substituted for experience on the basis of 30 semester credits from an accredited college for one year of full-time experience. Twelve credits in the health, social or biological sciences may be substituted for an additional six months of experience. However, all candidates must have a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization, and a minimum of two years of experience, one year of which must have been in a supervisory capacity, as described in "1" above.

All necessary equipment and internet connection will be provided for Supervising 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 \$65,000.

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 **Supervising Contact Tracer** 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.

The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.