

CITY OF HAMILTO

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES – EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL DIVISION)

CONTACT TRACER - COVID-19

SUMMARY OF DUTIES

Report to the Supervisor, Contact Management – COVID-19, supports Public Health Services' response to COVID-19 case and contact management through follow up with COVID-19 cases and case contacts on an ongoing basis. Through excellent customer service skills and knowledge of COVID-19 you will provide answers to questions from PHS clients while also ensuring client compliance with isolation. The role of the Contact Tracer is integral in preventing ongoing spread of COVID-19 in our community.

GENERAL DUTIES:

Contacts clients, on a scheduled basis, who are being monitored as COVID-19 contacts by Hamilton Public Health Services.

Maintains client confidentiality with respect to personal health information.

Provides information and advice to clients using various methods of communications but primarily through telephone, with respect to guidance around COVID-19 public health messaging.

Receives and records inquiries from COVID-19 cases and contacts; documents information accurately within PH databases.

Provides courteous, accurate and timely responses to requests for information.

Works with staff in COVID-19 case management team to ensure collaborative and ongoing COVID-19 case and contact tracing response.

Refers clients for testing as required and books testing appointments through assessment centres.

Enters data in appropriate databases on an ongoing basis with appropriate accuracy.

Work in accordance with the provisions of the applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous administrative experience in a customer service capacity.
2. Superior telephone manners and good listening skills.
3. Ability to deal with difficult clients and those that provide inaccurate or incomplete information and to take and maintain a firm/correct stand when controversies arise.
4. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software.

5. Demonstrated experience and skill to input and manipulate data accurately at an acceptable speed. Able to create reports by bringing information together from various sources.
6. Excellent people skills with an emphasis on customer service. Ability to display demonstrated tact and professionalism in dealing with elected officials, customers, supervisors and peers.
7. Experience working with confidential personal information and/or personal health information would be an asset.
8. Effective verbal and written communication skills are essential.
9. Ability to work effectively with others and to display and foster teamwork within the work unit.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE