



Position Description

Canton City Public Health
FINAL

Position Title:	Contact Monitoring Team Leader	Position #:	909
Working Title:	Contact Monitoring Team Leader	CS Status:	Non-Classified
Division or Unit:	Nursing	Reports to:	Director of Nursing
Employment Status:	Part-Time Temporary	Pay Grade:	PT4
Funding Source:	Grant	FLSA Status:	Non-Exempt
This position description was last approved by the Board of Health on:		June 22, 2020	

Position Summary: This temporary, part time position is your opportunity to help slow the spread of COVID-19 in our community. Working with Canton City Public Health, this position will lead a team of COVID-19 contact monitors. These individuals will be responsible for monitoring the health status of those identified as having contact with cases of COVID-19. This position will be responsible for working with this team to protect the health of the community during the COVID-19 pandemic. It is anticipated that the duration of this position will be from 12 to 18 months.

Essential Duties and Responsibilities:

- 85% Coordinate schedules and provide daily feedback to assigned team.
Collect and record information into a database and spreadsheets; provide daily and weekly progress reports and summaries.
Perform quality assurance on collected data and provide feedback to assigned team.
Effectively triage contacts during their monitoring period; coordinating referrals for next steps in care.
- 10% Manage professional service contracts of contact monitoring team members.
Assist team members by providing contacts with approved information about quarantine procedures, testing referral, and information.
Maintain daily contact with supervisor and assigned team members.
- 5% Maintain accurate time records, process invoices for payment of assigned team members. Perform administrative duties to support the work of the contact monitoring team.

Other Duties and Responsibilities:

- Other duties may be assigned as part of emergency preparedness and response activities.

Minimum Qualifications:

- 12 months experience in a medical office, customer service organization, government agency, or similar organization providing direct customer service in a supervisory position; OR
- 24 months experience in a medical office, customer service organization, or government agency, or similar organization providing direct customer service.
- Must be able to use Microsoft Excel and other tools to enter, summarize, and provide reports on monitoring activities.

Preferred Qualifications:

- Experience in public health, case management, or related work.
- Experience managing teams of diverse members.
- Able to work with minimal supervision.
- Resident of the City of Canton.



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Minimum Credentials:

- Must be a resident of Ohio and possess a valid State of Ohio driver's license or other state issued identification.

Key Competencies: The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:

- Analytical and Assessment Skills: 1A1, 1A3, 1A4, 1A5, 1B7, 1A8, 1B10, 11A12, 1A14.
- Policy Development and Program Planning Skills: 2A2, 2A5, 2A6, 2A8, 2A10, 2A11, 2A12.
- Communication Skills: 3A1, 3A2, 3A3, 3A4, 3A5, 3A6, 3A7, 3A8.
- Cultural Competency Skills: 4A1, 4A2, 4A3, 4A4, 4A5, 4A6, 4B8.
- Community Dimensions of Practice Skills: 5A1, 5A2, 5A3, 5A4, 5A6, 5A7.
- Public Health Sciences Skills: 5A1, 6A4, 6A5, 6A7, 6A8.
- Financial Planning and Management Skills: 7A3, 7A5, 7A7, 7A10, 7A11, 7A12, 7A13, 7A14.
- Leadership and Systems Thinking Skills: 8A1, 8A3, 8A6, 8A7, 8A9.

Canton City Health District has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus: 1B1, 1B2, 1B3, 1B4.
- Accountability: 2B1, 2B2, 2B3, 2B4, 2B5, 2B6, 2B7
- Equity, Ethics and Fairness: 3A1, 3A2, 3A3, 3A4, 3A5, 3B1, 3B2.
- Continuous Quality Improvement: 4A1, 4A2, 4A3, 4A4, 4B2, 4A6, 4B5, 4B6, 4B7.
- Occupational Health and Safety: 5A1, 5A2, 5A3, 5A4, 5A5.
- Emergency Preparedness: 6A1, 6A2, 6A3, 6B1, 6B4, 6B5.

Work Environment:

- Some work will be conducted remotely. Must be able to work effectively from home or other remote location.
- Must have reliable transportation.
- May be required travel to main office or other locations to meet face to face with team members and management.

Approval: This position description was approved by the Board of Health on: **June 22, 2020**

Revision History: Dates of prior approved versions:

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date

Printed Name