



# Position Description

Canton City Public Health  
FINAL

|   |                                |                     |                         |
|---|--------------------------------|---------------------|-------------------------|
| <b>Position Title:</b>  | Contact Monitoring Team Leader | <b>Position #:</b>  | 915                     |
| <b>Working Title:</b>   | Contact Monitoring Team Leader | <b>CS Status:</b>   | Classified              |
| <b>Division or Unit:</b>  | Nursing                        | <b>Reports to:</b>  | Office Manager, Nursing |
| <b>Employment Status:</b>   | Full-Time                      | <b>Pay Grade:</b>   | R4                      |
| <b>Funding Source:</b>  | Grant                          | <b>FLSA Status:</b> | Non-Exempt              |
| <b>This position description was last approved by the Board of Health on:</b> |                                | November 10, 2020   |                         |

**Position Summary:** 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.



# Position Description

**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 Public Health 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:

**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