



# Position Description

<b>Position Title:</b>	Contact Monitoring Team Specialist	<b>Position #:</b>	913
<b>Working Title:</b>	Contact Monitoring Team Specialist	<b>CS Status:</b>	Unclassified
<b>Division or Unit:</b>	Nursing	<b>Reports to:</b>	Office Manager, Nursing
<b>Employment Status:</b>	Part-Time	<b>Pay Grade:</b>	PT4
<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:** This position will assist the Contact Monitoring Team Leader gathering and processing critical information from individuals who came in close contact with COVID-19 cases. This position will be responsible for working with the monitoring 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:**
- 80%
    - Use a telephone, computer, and other electronic equipment to capture and record data.
    - Interview and record information into a database; provide daily progress updates.
    - Provide contacts with accurate information about Ohio quarantine procedures, and if needed, refer them to other health professionals for evaluation and testing.
    - Effectively triage contacts during their monitoring period.
    - Communicate with contacts in a professional and empathetic manner.
    - Maintain daily contact with supervisor.
  - 20%
    - Assist team members with daily monitoring.
    - Generate contact paperwork and make deliveries, as needed.

- 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 data.

- Preferred Qualifications:**
- Experience in public health, case management, or related work.
  - Experience with diverse populations.
  - Able to work with minimal supervision.
  - Resident of the City of Canton.

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



# Position Description

**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:**

- Up to 30 hours per week. Work hours may vary and include weekends.
- Some work may be conducted remotely. Must be able to work effectively from home or other remote location.
- Limited travel may be required.

**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