



CITY OF PEABODY
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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BOARD OF HEALTH
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JOB POSTING
Contact Tracing Supervisor
TEMPORARY FULL-TIME

Position Overview

The Contact Tracing Supervisor will spearhead case investigations and contact tracing for COVID-19 for the communities of Peabody, Beverly, Danvers, Marblehead, Nahant, Salem, and Swampscott. The Supervisor will work with local Public Health Nurses who will jointly be responsible for oversight of teams of Case Investigators/Contact Tracers working remotely, as well as for the Care Resource Coordinator.

Case Investigators/Contact Tracers will be primarily responsible for calling all patients and contacts of anyone diagnosed with COVID-19 to do a symptom check, refer them for testing, and provide them with instructions for isolation and quarantine. The Care Resource Coordinator will coordinate referrals for social supports needed by those in isolation or quarantine.

The Contact Tracing Supervisor will ensure this process goes smoothly, manage quality assurance, call productivity, perform data quality checks, trouble-shoot with Contact Tracers and Care Resource Coordinator in real-time on active calls, and often complete phone calls themselves.

The Contact Tracing Supervisor also will oversee delivery of training and provide guidance to Contact Tracers and Care Resource Coordinator who may encounter difficult situations. Supervisor will evaluate performance metrics and intervene as necessary to meet key performance indicators.

Responsibilities

- Supervise three (3) Case Investigators/Contact Tracers and one (1) part-time Care Resource Coordinator.
- Collaborate with Health Department leadership in 7 communities to prioritize cases and communicate status reports.
- Generate daily lists of new cases requiring follow-up and assign to members of the contact tracing/case investigation team.
- Support calling cases of COVID-19 and collecting contact information.
- Provide quality assurance and data management.
- Support training and mentorship of contact tracing team and care resource coordinator.
- Troubleshoot with units on difficult cases, patient referrals, and escalate as needed to central leadership team.
- Ensure contract tracing team is meeting target goals.
- Facilitate communication from central leadership team on progress, changing protocols, procedures, and referral criteria.
- Other duties as may be required or assigned.

Qualifications

- Bachelors' Degree or equivalent required.
- BSN and/or RN preferred.
- Experience supervising teams in complex environments.
- Experience in health sector preferred.
- Experience in public health strongly preferred.
- Ability to exhibit a professional, positive attitude, empathy, and strong work ethic.
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals in distress.
- Excellent organizational and communication skills.
- Ability to speak, read, and write English.
- Second or multiple languages a plus.
- Critical thinking skills and sound judgment required.
- Ability to handle confidential information with discretion and professionalism.
- Proficiency with computers.
- Comfortable working in a fully remote environment.
- Must have good/reliable Wi-Fi and Internet Connection to access surveillance platform and other required software.
- Knowledge of public health practices, infectious diseases, disease control, and epidemiologic methods preferred.
- Proficiency with Office 365 software.
- Experience with MAVEN surveillance system highly advantageous.

This is a grant-funded full-time (35.0 hours per week) year-round position, with funding secured through June 30, 2023. Evening and weekend work is required. One position is available.

Pay rate: \$40 - \$48 per hour, plus benefits. Rate depends on experience and qualifications.

Qualified candidates please apply by submitting a resume and cover letter by mail or via the City Hall drop-box to the City of Peabody Human Resources Office, City Hall, 24 Lowell Street, Peabody, MA 01960, or via email to kelly.bloom@peabody-ma.gov or via fax at 978-278-1544. Position shall remain open until filled. The City of Peabody is an EOE.

Posting Date: September 24, 2021