

Contact Tracer & Case Investigator Supervisor

Various locations, GA

Summary

Positions in this job are established for a period of 9 months and scheduled for greater than 30 hours per week (i.e., SCOA 512). These temporary positions are not eligible for Health Insurance benefits until after 9 months.

The Georgia Department of Public Health is the lead agency entrusted by the people of Georgia to proudly protect lives and promote healthy lifestyles in diverse communities statewide. We are committed to the health of the entire population as our work impacts past, present and future generations.

Job Responsibilities

- Provides training, guidance, and support to contact tracers or case investigators
- Coordinates the tasks and schedules of the contact tracers or case investigators to provide effective coverage and productive use of staff time
- Supervises team that is part of the Contact Tracing Workforce
- Troubleshoot with contact tracers or case investigators on difficult cases, patient referrals, and escalate as needed to Team Lead
- Compile statistics, conduct research, and update records and reports
- Report issues from the district to the Team Lead
- May be required to perform the functions of a contact tracer or case investigator depending on the volume of cases or close contacts
- Contact exposed individuals and assess immediate needs
- Ensure receipt of needed services through personal service or making appropriate referral
- Provides responsive, high quality service to outside agencies and members of the public by providing accurate, complete and up-to-date information
- Work in parallel with the team leads
- Perform quality assurance through listening in on calls or to recordings of calls and providing feedback to team as well as participating in quality improvement conversations with supervisors
- Exhibit critical thinking during calls to identify trends, gather additional information, and escalate any risks where necessary
- Role may require performing additional COVID-19 response related activities

Qualifications

- Must have proficient computer and phone skills including proficient use of Microsoft office 365 applications
- Georgia residence
- More than 3 years of experience in supervising teams of more than 10 people
- Ability to communicate tactfully effectively with a variety of individuals and organizations representing diverse cultures, ethnic and educational backgrounds
- Ability to remain calm and exhibit a professional, positive attitude and work ethic
- Excellent interpersonal organizational skills
- Exhibits critical thinking and sound judgment

- Ability to handle confidential information with discretion and professionalism
- Ability to establish effective working relationships with management, employees, representatives and the public
- Exercise appropriate judgment in answering questions and releasing information
- Proficiency with computers and smart phone technology
- Bachelor's degree from an accredited U.S. college/ university

Preferred Qualifications:

- Major in Public Health or a closely related field and coursework in Epidemiology
- Experience in contact tracing and/or case investigating
- Experience with the government sector
- Flexibility to be mobile across Georgia to work in different district
- Supervision of large teams with 5+ years of experience
- Prior experience in conducting investigative interviewing
- Speaking more than one language fluently

For more information / How to Apply:

<https://dph.georgia.gov/open-jobs>

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