

Case Investigator

Various locations, GA

Summary

The Case Investigator will call, and interview confirmed cases of COVID-19 according to established protocols, and provide them with instructions for isolation, identify close contacts and answer questions about COVID-19. Case Investigators are required to follow all scripts, policies and procedures provided by DPH, and comply with DPH training regarding confidential information related to personal information.

Job Responsibilities

- Understand the Case Investigation, testing, and contact tracing process in the context of a pandemic
- Call and conduct interviews with people with a positive test for COVID-19 to provide instructions and gather information, which is input to the digital system
- Identify close contacts of cases and input to the digital system
- Respond to common questions and provide information/recommendations regarding isolation
- Communicate with cases in a professional and empathetic manner
- Collect information on symptoms during the call and record into digital system
- Coordinate with Care Resource Coordinators if necessary, to refer cases to local support resources
- Exhibit critical thinking during interviews to identify trends, gather additional information, and escalate any risks where necessary
- Understand daily workflow and collaborate across the team
- Role may require performing additional COVID-19 response related activities

Minimum Qualifications:

- Bachelor's Degree
- Current college student (graduate) majoring in Public Health, social work, sciences or a closely related field or recent graduate.

OR

- Retired Registered Nurses, Health Educators, Social Workers, Retired Public Health employees

Preferred Qualifications:

- *Bilingual - fluent to read, write, and speak in Spanish*
- *Master's degree in Public Health, social work, sciences or other related fields*
- *Speaking more than one language fluently*



For more information / How to Apply:
<https://dph.georgia.gov/open-jobs>

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