

## JOB ACTION SHEET

### COVID-19 Response for Los Angeles County Department of Public Health

<p><b>MY ROLE:</b> Contact Tracer</p> <p><b>I REPORT TO:</b> Contact Tracing Team Leader</p> <p><b>I SUPERVISE:</b> N/A</p>	
JOB OVERVIEW	REQUIRED MATERIALS AND EQUIPMENT
<ul style="list-style-type: none"> <li>• Call and communicate in a professional and empathetic manner with household and non-household close contacts of COVID-19 patients.</li> <li>• Inform contacts of their encounters with a confirmed positive case and track contacts in case of symptom onset.</li> <li>• Conduct the contact interview by phone following scripts, policies and procedures provided by Los Angeles County Department of Public Health (LAC DPH).</li> <li>• Comply with LAC DPH training regarding confidential information related to personal information.</li> <li>• Provide contacts with information about quarantine procedures, testing resources, contact monitoring procedures and steps to follow if symptoms develop.</li> <li>• Provide contacts information and guidance on social distancing as well as methods for preventing infection.</li> <li>• Maintain a professional, positive attitude and work ethic.</li> <li>• Demonstrate the ability to interact professionally with culturally diverse individuals during a time of crisis and distress.</li> <li>• Apply sound critical thinking and judgement skills.</li> <li>• Must possess proficiency with computers and software programs.</li> <li>• Must possess the ability to type and enter information into a computer-based platform.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Laptop or desktop computer with a microphone</li> <li><input type="checkbox"/> Internet Access / WiFi (if working off the County network)</li> <li><input type="checkbox"/> Amazon Web Services (AWS) Connect account</li> <li><input type="checkbox"/> AWS Connect training guide</li> <li><input type="checkbox"/> Microsoft Customer Relationship Management (CRM) account</li> <li><input type="checkbox"/> Microsoft CRM system training guide</li> <li><input type="checkbox"/> DPH Contact Tracing Standard Operating Procedure</li> <li><input type="checkbox"/> Training materials needed to perform duties (interview script, DPH website resources, etc.)</li> <li><input type="checkbox"/> Training certificates; proof of completion</li> </ul>

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#### JOB DUTIES

##### Training | Workspace Set-up | Software Installation

- Complete the 3-part Contact Tracer Training Program; submit your course completion certificates, as instructed.
- Assure your workspace or home office space is set up and ergonomically safe.
- Confirm your Amazon Web Service (AWS) Connect account has been created and setup, as instructed; contact your Team Leader if help is needed.
- Review and familiarize yourself with the AWS service guide provided during your training session.
- Confirm Customer Relationship Management (CRM) access has been granted; set up appropriate settings in CRM, as instructed.
- Review your CRM training and interviewer guides provided during your training session.
- Review the DPH Contact Tracing Standard Operating Procedure, interview scripts, policies, and procedures in preparation to begin your contact interviews.

##### Contact Interviews | Rapport Building | Data Entry

- Receive COVID-19 case contact assignments from Case Interviewers within the Case and Contact Interview Branch.
- Contact Tracers should aim to conduct approximately 15 contact interviews per 7-hour shift and provide an update to the Contact Tracing Team Leader at the end of each shift.
- Using AWS Connect, call COVID-19 case contacts and inform them of their encounter with a confirmed positive case.
- Use the web-based, secure CRM platform to document all contact interview data collected.
- Obtain basic demographic and minimal clinical history needed by the LAC DPH to identify high risk individuals and settings.
- Ensure use of the scripts, policies and procedures provided by LAC DPH when conducting the contact interview.
- Conduct a symptom check; if needed, refer them for testing according to established protocols, and provide them with quarantine instructions.
- Provide education on basic information regarding disease transmission and shared LAC DPH isolation and quarantine information.
- Maintain daily communication with the Contact Tracing Team Leader on assigned activities and tasks.
- Perform other duties as required or assigned.

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**NOTES:**