

## JOB ACTION SHEET

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

**MY ROLE:** Contact Tracing Division Manager

**I SUPERVISE:** Contact Tracing Team Leader

**I REPORT TO:** Case and Contact Interview Branch Lead

#### JOB DESCRIPTION

- Provide daily supervision to assigned Contact Tracing Team Leaders.
- Receive contact cases from Case and Contact Interview Branch Director through a web-based, secure platform.
- Distribute contact cases evenly to Contact Tracing Team Leaders who will evenly assign cases to their team of Contact Tracers.
- Perform quality assurance checks on completeness of interviews.
- Assure Contact Tracing Team Leaders are providing quality assurance checks with interview teams.
- Assure all scripts, policies, and procedures provided by Los Angeles County Department of Public Health (LAC DPH) are followed.
- Assure Contact Tracing Team Leaders and Contact Tracers are complying with LAC DPH HIPAA training regarding confidential information related to personal information.
- Communicate questions, comments, concerns, and/or feedback to the Case and Contact Interview Branch Lead (e.g., system issues).
- Regularly check in with assigned Contact Tracing Team Leaders as a group as well as individually in order to relay updates and coach Team Leaders on best practices.
- Communicate to assigned Contact Tracing Team Leaders any changes around quarantine procedures, testing resources, contact monitoring

#### REQUIRED MATERIALS AND EQUIPMENT

- Laptop or desktop computer with a microphone
- Internet Access / WiFi (if working off the County network)
- Amazon Web Services (AWS) Connect account
- AWS Connect training guide
- Microsoft Customer Relationship Management (CRM) account
- Microsoft CRM system training guide
- DPH Contact Tracing Standard Operating Procedure
- Training materials needed to perform duties (DPH website resources, etc.)
- Training certificates; proof of completion

## JOB ACTION SHEET

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

procedures, steps to follow if symptoms develop, guidance's on social distancing and infection control to assure they're providing up to date and accurate information to contacts.

- Demonstrate the ability to professionally and effectively manage a team of Contact Tracing Team Leaders during a time of crisis and distress.
- Apply sound critical thinking and judgement skills.
- Counsel Contact Tracing Team Leaders on resources available to manage emotional and mental stress.
- Must be flexible to work on weekends.

#### JOB DUTIES

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

- Complete the 3-part Contact Tracer Training Program; submit your course completion certificates, as instructed.
- Assure all Contact Tracing Team Leaders and Contact Tracers complete the required training and submit requested course certificates.
- Organize Division structure; identify Contact Tracing Team Leaders (1 lead for 4- 5 Interviewers).
- Submit staffing roster to Case and Contact Interview Branch Lead for review.
- Submit Division staff list complete with names and email addresses of all Contact Tracing Team Leaders and Contact Tracers to Case and Contact Interview Branch Lead for Amazon Web Service (AWS) Connect account set-up.
- Confirm your AWS Connect account has been created and setup as instructed for yourself and your Contact Tracing Team Leaders; contact the Case and Contact Interview Branch Lead if help is needed.
- Review and familiarize yourself with the AWS Connect training guide provided during your training session.
- Assure your workspace or home office space is set up and ergonomically safe.
- Submit Staffing Roster of Contact Tracing Team Leaders and Interviewers for Customer Relationship Management (CRM) access.
- Confirm CRM access has been granted for yourself and your Team Leaders; set up appropriate settings in CRM as instructed.
- Complete paperwork for vCMR access.
- Obtain access to the Microsoft Teams page; review Teams page.
- Distribute training materials to Interviewers, as needed.

## JOB ACTION SHEET

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

#### Contact Division Supervision | Quality Assurance

- Supervise a team of Contact Tracing Team Leaders.
- Assign contacts to Contact Tracing Team Leaders; assure even distribution.
- Monitor Contact Tracing Team Leader issues with use of the web-based, secure CRM platform.
- Ensure accurate use of the scripts, policies and procedures provided by LAC DPH when conducting the contact interview.
- Assure team members are conducting a symptom check and referring contacts for testing and providing them with instructions for quarantine.
- Assure team members are providing education on basic information regarding disease transmission and LAC DPH isolation and quarantine information.
- Monitor and document how many interviews are conducting per shift across the division and provide an update to Case and Contact Interview Branch Lead at the end of each shift.
- Lead morning, afternoon, and evening team check-in meetings, as needed.
- Hold a full team debrief at the end of the week.
- Report what is working well and areas of improvement needed to the Case and Contact Interview Branch Lead.
- Assist with training new Contact Tracing Team Leaders, as needed.
- Disseminate new materials to your Contact Tracing Team Leaders as updates are made.
- Maintain daily communication with Case and Contact Interview Branch Lead on assigned activities and tasks.
- Perform other duties as required or assigned.

#### NOTES: