

## JOB ACTION SHEET

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

**MY ROLE:** Contact Tracing Team Leader (CDPH)

**I MONITOR:** Contact Tracer

**I REPORT TO:** Contact Tracing Division Manager

JOB DESCRIPTION	REQUIRED MATERIALS AND EQUIPMENT
<ul style="list-style-type: none"> <li>• Daily monitor a team of 4-5 Contact Tracers.</li> <li>• Assigns contacts to Contact Tracers, considering caseload and other factors, as appropriate.</li> <li>• Perform quality assurance checks on completeness of interviews.</li> <li>• Verify team members are following all scripts, policies, and procedures provided by Los Angeles County Department of Public Health (LAC DPH).</li> <li>• Verify team members are complying with LAC DPH HIPAA training regarding confidential information related to personal information.</li> <li>• Communicate questions, comments, concerns and/or feedback to the Contact Tracing Division Manager (e.g., system issues).</li> <li>• Regularly check in with team as a group as well as individually in order to relay updates and coach interviewers on best practices.</li> <li>• Communicate to team members any changes around quarantine procedures, testing resources, contact monitoring procedures, steps to follow if symptoms develop, guidance on social distancing and infection control to assure they're providing up to date and accurate information to contacts.</li> <li>• Demonstrate the ability to professionally and effectively manage a team of interviewers during a time of crisis and distress.</li> <li>• Apply sound critical thinking and judgement skills.</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 (DPH website resources, etc.)</li> <li><input type="checkbox"/> Training certificates; proof of completion</li> </ul>

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- Share information with team members 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.
- Verify all team members have completed all trainings.
- Organize team structure and submit staffing roster to the Contact Tracing Division Manager for review.
- Assure your workspace or home office space is set up and ergonomically safe.
- Submit staff list to Contact Tracing Division Manager with name and email addresses for Amazon Web Service accounts.
- Confirm your Amazon Web Service (AWS) Connect account has been created for yourself and your team members; setup as instructed and contact your Contact Tracing Division Manager if help is needed.
- Review and familiarize yourself with the AWS service guide provided during your training session.
- Submit Staffing Roster for Customer Relationship Management (CRM) access to Division Leader.
- Confirm CRM access has been granted for yourself and your team members; set up appropriate settings in CRM as instructed.
- Review the DPH Contact Tracing Standard Operating Procedure, interview scripts, policies, and procedures.
- Complete paperwork for vCMR access.
- Obtain access to Microsoft Teams page; review Teams page.

##### Contact Interview Supervision | Quality Assurance

- Monitor a team of 4-5 Contact Tracers.
- Assign contacts to Contact Tracers (if not done by Case Interviewers).
- Monitor the number of interviews each Contact Tracer conducts per day/week to ensure an even distribution of contact assignments.
- Monitor team member issues with use of the web-based, secure CRM platform.
- Monitor team member's use of the scripts, policies, and procedures provided by LAC DPH when conducting the contact interview.
- Monitor team members are conducting symptom checks and referring contacts for testing and providing them with quarantine instructions.
- Monitor team members are providing education on basic information regarding disease transmission and LAC DPH isolation and quarantine information.

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- Review all closed cases; ensure all required fields are completed.
- Identify if cases are in a high-risk setting and disposition accordingly in CRM.
- Monitor and document the number of interviews Contact Tracers are conducting per shift and provide an update to your Contact Tracing Division Manager at the end of each shift.
- Facilitate 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 to the Contact Tracing Division Manager.
- Assist with training new Contact Tracers, as needed.
- Disseminate new materials to your interview team as updates are made.
- Maintain daily communication with Contact Tracing Division Manager on assigned activities and tasks.
- Perform other duties as required or assigned.

#### NOTES: