Contact Tracer – Supervisor

Maine Center for Disease Control and Prevention (Maine CDC) is seeking resources to perform COVID-19 contact tracing.

Resources will be hired, trained, and support a team of community contact tracing staff across Maine. The aim is to identify persons in close contact with a COVID-19 case in Maine, contact them, and monitor them for symptoms. This will fortify efforts to control the spread of the disease in Maine, and to allow businesses and other organizations to continue re-opening, following the stages of the Governor's plan to restart Maine's economy.

The State of Maine will be using Sara Alert's web-based system to monitor contacts enrolled for self-reporting of symptoms during the quarantine period. The Sara Alert system will be staffed by CT- Enrollers, who enroll new contacts into the system, and CT-Monitors – who will monitor the Sara Alert system to identify contacts that have either developed symptoms and or failed to respond to their daily messages and respond to these contacts as appropriate.

The Contact Tracer Supervisor (CT-Supervisor) will oversee the CT-Enrollers and CT-Monitors. The CT-Supervisor will also be responsible for training new CT-Enrollers and CT-Monitors and providing on-going training for existing staff. Training will include information about COVID-19, use of the Sara Alert system, protocols and scripts for standard operating procedures, State of Maine policies and requirements for protection of privacy and confidentiality.

<u>Responsibilities</u>

- Assist with the development of training materials
- Train new enrollers and monitors in protocols, policies, and use of Sara Alert
- Contact enrollers and monitors of the Contact Tracing Program using MS Teams, email, and phone once a day.
- Answer any questions for enrollers and monitors
- Review and update quality improvement and performance metrics
- Work will be done at Maine CDC in Augusta with appropriate physical distancing in the work place.

<u>General Qualifications</u>

- The ability to communicate professionally with culturally diverse individuals during a time of crisis and distress
- The ability to show empathy to distressed individuals
- The ability to flex communication styles for multiple cultural environments

<u>Preferred Qualifications</u>

- Second language – please indicate on your application
- Experience working directly with people with diverse racial, ethnic and socioeconomic backgrounds

REQUIRED SKILLS/QUALIFICATIONS

- Excellent interpersonal skills, critical thinking, and sound judgement
- Excellent organizational skills
- Excellent communication skills especially over the phone
- Ability to handle confidential information with discretion and professionalism
- Experience with scheduling of staff work schedules to maintain necessary levels of staffing for operations
- Supervisory / management experience
- Training experience
- Ability to speak, read, and write English
- Bachelor's degree or Master Degree in Public Health
- Proficient with computers; internet and phone access at home

PREFERRED SKILLS/QUALIFICATIONS

- Experience conducting case management, interviews, or communications with patients or clients by phone strongly preferred
- Knowledge of health-care or public health systems
- Familiarity with medical terminology
- Experience using translators a plus
- Strong experience with word processing software, email and internet use, spreadsheets, and data entry
- Familiar with Maine's geography, counties and town locations

The State of Maine and Atlantic Staffing is committed to hiring staff. Given racial and ethnic disparities and COVID 19, a diverse team for contact tracing and support is critical to reaching all Maine communities, and we strongly encourage racial and ethnic minorities to apply.