Contact Tracer – Logistics Coordinator

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 of this will be to identify every person who has been 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 a web-based system, Sara Alert, 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 "Monitors" – who will monitor the Sara Alert system and CT- Supervisors who ensure weekly operations 7 days a week.

The Contact Tracer Logistics (CT-Logistics) will oversee the scheduling of CT-Enrollers, CT-Monitors and CT Supervisory to ensure 7-day per week operations with the necessary level of staffing.   The CT-Logistics 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.

Responsibilities

- Develop schedules of Enrollers, Monitors and Supervisors to ensure 7-days per week operation of the contact tracing program.
- Create scheduling SOP
- Assist with the development of training materials focusing on healthcare and industry partners
- Train new enrollers and monitors in protocols, policies, and use of Sara Alert
- Maintain daily contact with managers of the Contact Tracing Program using MS Teams, email, and phone.
- Work be done at the Maine CDC in Augusta with appropriate physical distancing in the work place. This position has remote options
- Ensure sufficient supplies for CT staff

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
- Training experience
- Ability to speak, read, and write English
- Bachelor's degree or master's degree in public health
- Strong experience with word processing software, email and internet use, spreadsheets, and data entry
- Internet 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
- Strong experience with word processing software, email and internet use, spreadsheets, and data entry
- Familiar with Maine's geography, counties and town locations