



Case Investigator

Contact tracing, a core disease control measure employed by local and state health department personnel for decades, is a **key strategy for preventing further spread of COVID-19**.

A comprehensive contact tracing program involves a multi-step process including five primary steps that are performed by two critical staffing roles (case investigators and contact tracers):

- 1) Identification of the infected person (“the case”);
- 2) Case isolation and interview (including contact elicitation);
- 3) Daily ongoing check-ins with cases to monitor for worsening of symptoms during isolation;
- 4) Notification of exposed contacts, symptom assessment, and quarantine; and
- 5) Daily check-ins with contacts to monitor for symptom development and determination of need for testing during quarantine.

To expeditiously enhance the workforce capacity and hone knowledge and skills to conduct the intervention, the Case Investigator position will focus on those activities involving the identification of the infection person (“the case”), specifically focusing on Steps 1 thru 3 listed above. The case investigator will work closely with a team of contact tracers who will notify the case’s exposed contacts, conduct symptom assessments and perform daily monitoring.

The case investigator will be under the direction of [the local health department](#) and will work in partnership with other members of investigation teams in both state and local health departments.

Position Summary:

The **Case Investigator** conducts communicable disease interventions at the individual level – interacting with persons known or suspected of having COVID-19. Incumbents will attend a required online training provided by the state to gain required knowledge and skills to become proficient at case investigation activities. The incumbent will be assigned to assist a local health department to conduct activities to prevent and control disease transmission by ensuring that people who have been diagnosed with COVID-19 are promptly isolated and treated. The case investigator will conduct virtual/telephonic investigations to identify contacts needing follow-up. Dialogue with COVID-19 case patients will be guided by standard protocols. The case investigator will maintain confidentiality of sensitive personal and protected health information at all times.

Essential Functions:

- ▶ Act as the primary point of contact to notify individuals with a positive diagnostic test for COVID-19; provide education about the disease, provide support, and gather information from the case.
- ▶ Conduct interviews of a highly personal nature.
- ▶ Gain confidence and establish rapport with individuals who may be difficult-to-reach and people of varied cultures, races/ethnicities, languages, socioeconomic status, sexual orientations, religious beliefs, migration status, and abilities.
- ▶ Coordinate and triage steps for care and isolation.
- ▶ Ensure the protection of individual confidentiality; communicate to the case the importance of confidentiality.
- ▶ Refer cases and their families to various supportive services.
- ▶ Collect and enter case information into an online surveillance system, including demographics; medical conditions and other risk factors; and descriptions of household, work and social environments.
- ▶ Collaborate with local health departments to facilitate the transfer of demographic and locating information for individuals who require medical follow-up or support services.
- ▶ Track and report daily and weekly progress.

- ▶ Utilize a personal computer with a Microsoft Windows operating system; use Microsoft Office applications and other database systems or applications.
- ▶ Provide extensive documentation of activities conducted and communications with exposed persons.
- ▶ Support local health departments by triaging inquiries regarding COVID exposures and outbreaks.
 - ▶ Provide basic information regarding local resources.
 - ▶ Route questions to subject matter experts, as needed.
 - ▶ Utilize local and state data platforms to provide informed responses regarding impacted individuals.
 - ▶ Enter and update information in local and state data platforms related to exposure events or outbreaks.

Knowledge, Skills, and Abilities Necessary to Perform the Job:

- ▶ Gain confidence of and establish rapport with individuals from various ethnic/cultural backgrounds
- ▶ Conduct interviews of a highly personal nature, in a culturally competent manner, using effective interviewing techniques
- ▶ Communicate with contacts in a professional and empathetic manner
- ▶ Critical thinking skills
- ▶ Prepare and maintain confidential records and reports
- ▶ Ability to use sound judgment in responding to issues and concerns
- ▶ Maintain patient confidentiality during investigations
- ▶ Problem solving skills
- ▶ Work efficiencies (e.g., multitasking, time management, prioritization, organization)
- ▶ Work effectively with all levels of staff, establishing/maintaining collaborative professional relationships
- ▶ Adapt to changing environments
- ▶ Maintain daily contact with supervisor

Minimum Qualifications:

- ▶ High school diploma or General Education Development (GED) equivalent
- ▶ Excellent interpersonal skills and ability to interact professionally with culturally diverse individuals
- ▶ Complete required online state training
- ▶ Ability to read, write, and speak in English
- ▶ Ability to exhibit a professional, positive attitude and work ethic
- ▶ Excellent organization and communication skills
- ▶ Ability to show empathy to affected individuals
- ▶ Possess critical thinking and utilize sound judgment
- ▶ Ability to handle confidential information with discretion and professionalism
- ▶ Proficiency with use of computers (desktop, laptop, iPad)
- ▶ Proficiency with use of mobile devices (cell phones, apps)

Desirable Qualifications:

- ▶ Bachelor's degree or higher from an accredited college or university
- ▶ Bilingual skills
- ▶ Experience with health education, community outreach, linkage to care, or other public health services

Have a question or want to sign up for service? Email CAContactTracing@cdph.ca.gov.