



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	HEALTH EDUCATOR/CONTACT TRACER
REPORTS TO:	DIRECTOR OF HEALTH EDUCATION AND PROGRAMS
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Director of Health Education and Programs, the Health Educator/Contact Tracer is responsible for creating community awareness regarding the importance of preventative health practices to improve health status and quality of life through health promotion and education activities for the patients of Valley Health Team. Additionally, will perform COVID-19 contact tracing. The aim of this will be to call every person diagnosed with COVID-19 and gather their contacts. This is in tandem with Fresno County wide efforts to increase testing, improve communication and implementation of isolation and quarantine. This will fortify efforts to control the pandemic in Fresno and Tulare Counties.

The Health Educator/Contact Tracer will call all contacts of anyone diagnosed with COVID-19 to document a symptom check, refer them for testing according to established protocols, and provide them with instructions for quarantine. Health Educator/Contact Tracers are required to follow all scripts, policies and procedures provided by VHT and comply with Department of Public Health training regarding confidential information related to personal information.

DUTIES AND RESPONSIBILITIES:

1. Call contacts of newly diagnosed patients.
2. Communicate with contacts in a professional and empathetic manner.
3. Collect and record information on symptoms into the data based system
4. Provide contacts with approved information about Fresno and Tulare County quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to Health Educator for social resources.
5. Contact tracers will follow the script to inform contacts about the importance of quarantine and what to do if symptoms develop. They are not permitted to deviate from the script or provide information that is not included in the script.
6. Contact tracers will use company equipment made available: telephone, computer and electronic equipment.
7. Maintain daily contact with supervisor.
8. Develop, implement, and evaluate health education programs targeted towards school, community, and/or select groups; assess community needs and priorities through analysis of program results, client records, journals and other community resources.
9. Act as a resource in health education to the community, VHT staff, community agencies, etc.
10. Plan, organize, implement and provide adult health education classes in topics such as, but are not limited to: hypertension, asthma, diabetes, etc.
11. Coordinate with other health agencies of the community to ensure no duplication of services.
12. Research current health issues to enhance programs and educational materials.
13. Prepare, distribute, and/or provide mass mailings of educational materials including newsletters, brochures, and flyers for community programs, summer programs, etc. for the community.
14. Create and/or update brochures/pamphlets/bulletin boards based on community needs and intended audience.
15. Gather statistical information and create related reports using Word and Excel.
16. Assist in the organization of community health events (e.g. health fairs, wellness activities, etc.).
17. Collaborate with other health educators, community agencies, and coalitions when ordering materials and planning community events.

18. Keep abreast of current issues related to Health Education/Contact Tracer through professional publications and research.
19. Attend in-sever trainings and meetings as required by the Fresno County Health Department.
20. Collaborate in the development of and contribute to individual, team, and departmental improvement and evaluation activities.
21. May be required to work at other satellite facilities as needed.
22. Availability to work during early mornings, evenings, and weekends as needed.
23. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
24. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
25. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
26. Practice CICARE phone etiquette during all phone interactions.
27. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
28. Respect privacy and dignity of our patients, family members, visitors and co-workers.
29. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
30. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
31. Follow applicable regulations: Joint Commission, OSHA, HIPAA, CLIA and PCMH.
32. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and Healthcare Organization standards.
33. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree from an accredited college or university; 1 – 2 years related experience and/or training or equivalent combination of education and experience.
2. Minimum 1 – 2 years of health programs and/or community experience.
3. Certificate of Health Education Specialist (CHES) preferred but not required.
4. Complete all Contact Tracing training and certifications as required by VHT.
5. Current Basic Life Support Card.
6. Ability to show empathy to distressed individuals.
7. Ability to handle confidential information with discretion and professionalism
8. Highly motivated and creative individual.
9. Strong customer service skills (preferably within a service industry) and maintain an effective and positive working relationship with staff and patients.
10. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills.
11. Ability to communicate to patients in a pleasant manner and show professionalism at all times.
12. Be self-motivated, independent and have the ability to prioritize work and meet deadlines.
13. Must be computer literate and have working knowledge of MS Office Suite (e.g. Word, Excel, etc.).
14. Modern office practices and procedures (including email).
15. Must have excellent attention to detail.
16. Fluent conversational English/Spanish is highly preferred.
17. Ability to be flexible with work schedule and available to work at all site locations.
18. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
19. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 60 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date