

# Community Health Coordinator Tompkins County

**Department:** Health Department

**Classification:** Competitive

**Labor Grade:** White Collar Grade 12

**Approved:** 9/2021

**By:** RP, Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

(A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in public health, health education, community health, health science, disease surveillance, or a closely related field; **OR**

(B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in public health, health education, community health, health science, disease surveillance, or a closely related field **AND** two (2) years of health-related experience with at least one (1) year in a leadership or supervisory role.

**Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.**

## **DISTINGUISHING FEATURES OF THE CLASS**

This position includes coordinating a team of individuals responsible for positive case monitoring for symptom assessments, providing support to individuals who are following isolation guidance, and releasing individuals from isolation. The work involves considerable demands from extremely tight deadlines. The incumbent will serve as a lead worker and supervise assigned personnel as directed by the Director of Community Health. The work will be carried out under the direct supervision of the Director of Community Health. The incumbent will perform other related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Assigns cases daily before the team's shift starts;
- Reviews and assigns computer program generated lists (unreachable contacts, Persons Under Investigation (PUIs), isolation and quarantine releases for higher education students, etc.) for completion;
- Attends weekly COVID or other communicable disease debrief and provides updates;
- Manages regular communication with all project assistants and county employees working on case monitoring, including updates on surveillance protocols, guidance, staffing etc.;
- Answers team questions throughout the day and refers to nurse managers as needed;
- Confers with daily manager as necessary to determine if/when cases must be monitored by a nurse and assigns appropriately;
- Manages the PUI's – identifies new PUI's, ensures initial interviews completed, reviews responses and determines actions (if can be converted back to a contact or released at the end of mandatory quarantine (MQ));
- Oversees onboarding process for new team members, ensures sufficient technical orientation and equipment/IT needs are met;
- Coordinates the schedule for project assistants, updates it as needed and shares with the team monthly, and assures sufficient resources are secured to meet the need;
- Raises any case monitor staffing issues or challenges to the Director of Community Health Services;
- Checks in with team members daily to make sure that they've completed their work;
- Submits end of day (EOD) releases to disease surveillance management team;
- Manages call log for Community Health Services (CHS) and delegates and/or answers inquiries from the public as needed;
- Manages vaccine inquiry email and delegates and/or answers inquiries from the public as needed;
- Works vaccination clinics as requested;
- Provides other disease surveillance support needs as requested by Director of CHS;
- Conducts evaluation research and develops lessons learned from disease surveillance and TCHD response;
- Develops training materials for disease surveillance response.
- Reviews and refines filing and knowledge management system for all COVID team members on one drive.

## **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Because of the diverse nature of the job duties and responsibilities, required knowledge, skills, and abilities will correlate directly with assigned projects. However, the Community Health Coordinator should possess the following:

- Working knowledge of the principles and practices of educating and interacting with the public;
- Ability to deal effectively with the public;
- Ability to communicate effectively both orally and in writing;
- Excellent organizational skills;
- Ability to work in an environment where strict adherence to policies and procedures is required;
- Able to exhibit sound judgment and exceptional interpersonal skills;
- Proactive in solving problems;
- Able to adapt to changing context;
- Able to collaborate well in a diverse team in a fast-paced environment;
- Ability to plan and supervise the work of others;
- Working knowledge of disease surveillance, quarantine and isolation;
- Working knowledge of local, state and federal guidance as it pertains to COVID response;
- Working knowledge of planning, management and supervision as it applies to the position.

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