



**Public Health**  
Prevent. Promote. Protect.  
Hales Corners  
Health Department

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## Contact Tracer Job Description

### Overview

Contact tracing is an evidenced-based public health practice designed to readily identify and connect with individuals infected with a communicable disease and to advise of need for quarantine and testing as appropriate. Contact tracers will be hired to assist the Hales Corners Health Department staff with contacting individuals exposed to a confirmed case of COVID-19. Contact tracing is one of the key non-pharmaceutical interventions to limit the spread of COVID-19, a pandemic illness with no current medical treatment or vaccine available. This contact tracing initiative is in tandem with statewide-wide efforts to increase testing, improve communication and knowledge of effective strategies to reduce transmission, and implementation of isolation and quarantine. This will fortify efforts to control the pandemic in Hales Corners and throughout Milwaukee County.

### Responsibilities

The contact tracer will use a web-based program, Wisconsin Electronic Disease Surveillance System (WEDSS), to call and record all contacts of anyone diagnosed with COVID-19, determine exposure, assess symptoms, refer for testing according to established protocols, and provide them with instructions for isolation or quarantine. Contact tracers will maintain ongoing communication with contacts to assess symptoms, ensure compliance with quarantine and determine social support needs and/or handle reporting of issues that arise. Contact tracers are required to follow set scripts and adhere to policies and procedures provided by Hales Corners Health Department and the Wisconsin Department of Health Services. They will also comply with Department training regarding confidential information related to personal information. The COVID-19 contract tracer position is Limited Term Employment and is not eligible for any benefits. The position is approximately 20 hours per week; however, hours may be reduced based on the COVID-19 caseload of the Hales Corners Health Department. Contact tracers will:

- Work in collaboration with the Public Health Nurse Case Investigator from the Hales Corners Health Department.
- Call contacts of newly diagnosed COVID-19 cases.
- Communicate with contacts in a professional and empathetic manner maintaining emotional and cultural awareness.
- Collect and record information on symptoms and needs into WEDSS with accuracy.
- Provide contacts with information about isolation and quarantine procedures, and if appropriate, refer them for testing according to protocol.

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- Follow a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop. Refer client questions to Nurse Case Investigator.
- Maintain daily contact with the Nurse Case Investigator.
- The position is considered Limited Term Employment and is dependent on state grant funding.
- Contact tracers may be asked to work occasional evening and/or weekend hours.

## **Qualifications**

### Minimum Qualifications:

- High school diploma, or equivalent required. Must be 18 years of age or older. Some college training preferred. Experience in a medical field preferred. Familiarity with medical terms and understanding of disease transmission is required.
- Ability to speak, read, and write English clearly and concisely. Fluency in a second or multiple languages is desired.
- Employment is contingent on completion of a background check by Village of Hales Corners.

### Preferred Skills:

- Ability to exhibit a professional, positive attitude and independent work ethic.
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified.
- Excellent organizational and communication skills.
- Sound judgment required.
- Ability to handle confidential information with discretion and professionalism.
- Proficiency with computers and data entry into electronic tracking systems.