Vail School District
Job Description

Job Title: COVID Support Specialist
Department: Business Support Services
Reports To: COVID Support Team Leader
FLSA Status: Non-exempt
Level: 13
Approved: November 18, 2020

SUMMARY: This position works in the District’s COVID Support Center performing case investigations and contact tracing, focusing on activities involving staff and students who may have been exposed to COVID-19.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Initiates prompt communication with staff, students and/or parent/guardians exhibiting COVID-like symptoms or similar exposures through text, phone calls, email, and other communication platforms as necessary.
- Employs dynamic communication and interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing skills to build rapport and maintain trust with individuals of varied backgrounds.
- Verifies the contact’s identity during initial communications and prior to disclosing confidential information. Assures confidentiality and carries out efforts to communicate with individuals in a manner that preserves the confidentiality and privacy of all involved.
- Notifies the individual of their exposure to COVID-19, following a script or guidance to provide COVID-19 information.
- Conducts notification of exposure in a manner that maintains the confidentiality of the individual who was diagnosed with COVID-19 and ensures the identity of that person is NOT disclosed, except as necessary for public health and safety.
- Obtains and documents relevant information, including contact demographics, underlying medical conditions, and other risk factors.
- Provides approved information and guidance on quarantine procedures and what to do if symptoms develop or worsen.
- Utilizes a computer, tablet, and/or cell phone with appropriate access to required applications, databases, and/or web-based platforms.
- Documents pertinent information in COVID-19 contact tracing forms, adhering to protocols for completeness, timeliness, and frequency.
- Coordinates and collaborates within the District’s COVID Support Team to efficiently complete contact notification and monitoring assignments. Informs the team and COVID Support Team Leader of issues and concerns.
- Escalates complex situations to a supervisor for further guidance.
- The COVID Support Center operates Monday through Friday, on days the District Office is open for business, from 7:00am to 5:00pm. Evening and/or weekend hours may be required.

SUPERVISORY RESPONSIBILITIES
This position has no supervisory responsibilities.
QUALIFICATIONS  To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE
Associates degree or higher or Program Certificate in a related field. Minimum one year customer service, retail experience, or relevant community experience. Or any combination of education, skills, experience and/or training as deemed appropriate by the Chief Administrative Officer. Demonstrated knowledge of word processing, database and spreadsheet applications.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Strong verbal and written communication skills required, including active listening and emotional intelligence. Must read and write in English.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

CUSTOMER SERVICE SKILLS
Ability to interact in a non-judgmental manner with culturally diverse populations and persons experiencing a wide range of social conditions. Ability to use discretion, maintain confidentiality, and ethical conduct. Ability to maintain strong time management skills (organization, prioritization, multitasking) and to work independently and as part of a multidisciplinary team.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to apply critical thinking and problem-solving skills, and the ability to use sound judgment in responding to staff/staff/student/parent issues and concerns.

CERTIFICATES, LICENSES, REGISTRATIONS
Must complete assigned contact tracing training and other training as directed by COVID Support Team Lead.

PHYSICAL DEMANDS  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is infrequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT  The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.