

# REMOTE Contact Tracers

Insight Global Pittsburgh, PA, USA

## Compensation

\$17 to \$20 Hourly

## Benefits Offered

401K, Dental, Life, Medical, Vision

## Employment Type

Contractor

### Day-to-Day:

Insight Global is seeking Contact Tracers who are responsible for reaching out to all patients diagnosed with COVID-19 to learn more about patients' medical histories, the people who they have had close contact with, and providing them with information and guidance to interrupt ongoing transmission and reduce spread of COVID-19. The Contact Tracer will use a web-based platform and telephone to communicate with assigned contacts, obtain symptom information, refer contacts for testing, and provide instructions for quarantine. Contact Tracers are required to follow all scripts, policies, and procedures provided by Insight Global and will comply with local agencies regarding confidentiality and the handling of personally identifiable information (PII) and personal health information (PHI).

### Specific Duties:

- Work in collaboration with the Case Investigator from the local health department (LHD).
- Call contacts of newly diagnosed cases.
- Communicate with contacts in a professional and empathetic manner maintaining emotional and cultural awareness.
- Collect and record information on symptoms and needs into the CRM with accuracy.
- Provide contacts with approved information about PAS isolation and quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 Community Support Specialist for social resources.
- Follow a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop.
- Maintain daily contact with Team Supervisor.

### Desired Skills:

- Strong communication, organizational, and critical thinking skills; sound judgment and attention to detail
- Experience conducting telephone-based or in-person interviews

- Ability to interact appropriately and effectively with a wide range of persons.
- Ability and demonstrated proficiency in speaking, reading, and writing English
- Proficiency in basic computing and ability to access and navigate various databases and software programs following training
- Ability to show patience and empathy, and be nonjudgmental towards distressed individuals
- Excellent interpersonal skills and ability to interact professionally with people
- Must have stable WIFI / Internet connectivity from working area

**Education/Experience:**

- High School Diploma or equivalent required
- Health-related professional experience/training in public health, social work preferred
- Fluency in languages other than English is advantageous

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