**UTHealth SPH Contract Tracer Job Description**

**Job Title:** Contact Tracer  
*(Causal/Part-Time Position)*

Contact tracing is a process that identifies individuals who may have been in contact with someone who is infected by a virus—in this case, COVID-19. Once these contacts are identified, public health workers known as contact tracers communicate with these individuals to warn them of potential exposure and connect them with public health information and services including testing.

Contact Tracers will be employed, trained and monitored by the UTHealth School of Public Health in support of the Texas Department of State Health Services (DSHS) statewide contact tracing effort. The Contact Tracer will use a web-based data management platform to call all contacts of anyone diagnosed with COVID-19 to document a self-check for information and symptoms, refer them for testing according to established protocols, and provide them with instructions and refer to resources for isolation, if appropriate. Contact Tracers are required to follow all scripts, policies and procedures provided by DSHS, and comply with DSHS training regarding confidential information related to personal information.

**Responsibilities**

- Call contacts of newly diagnosed patients.
- Communicate with contacts in a professional and empathetic manner.
- Collect and record information on symptoms into data management platform.
- Provide contacts with approved information about Texas’ quarantine procedures, and if appropriate, refer them to testing according to protocol and/or to a COVID-19 social resources.
- Protect and maintain individuals’ privacy and confidentiality.
- Maintain daily contact with their Supervising Contact Tracing Investigator, as assigned.

**Qualifications**

- Ability to exhibit a professional, positive attitude and 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
- High school diploma, or equivalent required
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Second or multiple languages a plus
- Critical thinking and sound judgment required
• Ability to handle confidential information with discretion and professionalism
• Proficiency with computers
• Must have a personal mobile or home phone device
• Must have password protected secure internet connection
• Must have personal PC with Windows 10, Antivirus Protection: Windows Defender and Windows Firewall; or Mac with Apple OS X 10.13, Antivirus Protection. A headset also is preferred
• Texas resident with familiarity of state/local resources and geography preferred