



Social Support Connector

Summary

Contact tracing is the tracking down of infected people (through phone and online, not face-to-face), and then finding everyone who has been near them and encouraging them to self-isolate at home. Contact tracing has been used for decades to control the spread of infectious diseases. The basic idea is simple: track down infected people, then find everyone who has been near them and encourage those people to stay home until it is clear they are not sick. The Social Support Connector will use a web-based client resource management (CRM) platform to coordinate services needed by the COVID-19 positive cases and contacts of anyone diagnosed with COVID-19. Services may include coordinating grocery and prescription delivery, locating resources, and managing referrals in the local area.

Minimum 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 handle confidential information with discretion and professionalism
- Proficiency with computers
- Experience in social work or public health a plus