



HEMET UNIFIED SCHOOL DISTRICT
1791 W. Acacia – Hemet, CA 92545 - (951) 765-5100

PANDEMIC CASE COORDINATOR
Temporary Management Position
Subject to Funding

JOB SUMMARY

Under the supervision of the Director of Safety/Risk Management, the Pandemic Case Coordinator will use a web-based platform to call all contacts of anyone reporting illness with COVID-19 symptoms, were diagnosed with COVID-19, or exposed to someone positive with COVID-19 to determine exposure, assess symptoms, refer for testing according to established protocols, and provide them with instructions for isolation or quarantine. The Pandemic Case Coordinator 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. The Pandemic Case Coordinator will be responsible for maintaining tracking and reporting portals related to the pandemic as well as workers compensation. The Pandemic Case Coordinator is required to follow set scripts and adhere to policies and procedures. They will also comply with Department training regarding confidential information related to personal information.

ESSENTIAL FUNCTIONS

- 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 data base system with accuracy. Provide contacts with approved information about 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.
- Must be very comfortable with computer data entry on web-based platform.
- The position is considered temporary with a least 6-month engagement expected.
- The position hours will be evaluated and assigned based on the needs of the employees of the District and accessibility in order to minimize disruptions.
- Evening and/or weekend work may be required; other duties as assigned.

EMPLOYMENT STANDARDS

KNOWLEDGE OF:

- 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.
- Adheres to established levels of service.
- 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.

ABILITY TO:

- Work independently with little direction;
- Maintain strict confidentiality of sensitive and protected information;
- Prioritize tasks and meet schedules and time lines;
- Type at a rate sufficient to effectively perform the typing duties required of the position;

PANDEMIC CASE COORDINATOR

EMPLOYMENT STANDARDS (Continued)

- Proficient operation of word processing equipment, data base experience on computer terminal;
- Efficient use of calculators and adding machines
- Understand and carry out oral and written instructions;
- Interact with employees, coworkers, students and the public with tact, patience and courtesy;
- Establish and maintain an effective working relationship with those contacted in the course of work;
- Speak effectively in front of groups;
- Communicate calmly and diplomatically with people in emotionally charged circumstances;
- Read, interpret, and explain related laws, codes, rules, policies and procedures;
- Research, investigate, and prepare a variety of reports; prepare and conduct training programs, presentations including speaking to large employee groups.
- Ability to speak, read, and write English clearly and concisely. Fluency in a second or multiple languages would be a plus.

EDUCATION / REQUIREMENTS

- High school diploma or general education degree (GED) and possession of the knowledge and abilities listed above.
- Must be 18 years of age or older.
- Possession of a valid California Driver's License during the course of employment; must be insurable at standard rates by the District's insurance carrier and maintain such insurability;
- Some college training preferred.
- Employment is contingent on completion of a background check
- Must own telephone, computer, wireless internet (WiFi), personal mobile device, and electronic equipment.
- Must have access to a working PC with Windows 10, Antivirus Protection: Windows Defender and Windows Firewall; or Mac with Apple OS X 10.13, Antivirus Protection: Sophos.

EXPERIENCE

Clinical experience preferred, but not required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out the essential duties and responsibilities of the position.

PHYSICAL DEMANDS:

Reach, sit, bend, stand, walk, look down (frequently); drive, stoop, squat, kneel, push, pull, twist (occasionally); crawl, lay down (infrequently); lift/carry up to 50 pounds (infrequently); ability to carry on normal speech and hearing activities; physical dexterity in limbs and digits to operate hand and power driven tools and equipment commonly used in the electronics field.

WORKING CONDITIONS:

Work outdoors and indoors. Exposure to: seasonal outdoor temperatures 38°-110°, dust, wind and sun, traffic and fuel odors; driving to various district sites.

In compliance with the Americans with Disabilities Act (ADA), the Hemet Unified School District (HUSD) will provide reasonable accommodations to qualified individuals with disabilities for the purpose of enabling the performance of the essential duties and responsibilities of the position. HUSD encourages both prospective and current employees to discuss potential accommodations with the Director of Human Resources and/or Safety/Risk Management.

EMPLOYMENT STATUS

Classified Management Position
Salary Range 61

October 20, 2020