



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1100

December 1, 2020

TO: All Appointing Authorities
All HR Managers

FROM: Stephen Sinclair, Secretary

SUBJECT: Request for Assistance from DOH

With the current increase of COVID-19 positive cases in communities across the state, the Washington Department of Health (DOH) has requested assistance from other state agencies with providing volunteers to assist with Case Investigations and Tracing.

Case Investigation and Contact Tracing is the process of working with a person who has been diagnosed with an infectious disease, in this instance COVID-19, to identify and provide support to people (contacts) who may have been infected through close contact with the diagnosed person.

Those volunteers will be acting as Public Health Investigators/Contact Tracers and will be making scripted phone calls to people who have been diagnosed with COVID-19 as well as their contacts, using a script of questions asking the person about their symptoms and recent contacts.

DOH will be paying for all costs, including overtime, shifts will mainly consist of 4 10's, 8am – 7pm.

Qualifications/Skill Set:

- Communicate clearly both verbally and in writing
- Customer service skills - seeing the humanity in others
- Demonstrated computer skills and ability to accurately enter data into a database and using programs such as Microsoft Office after being trained.
- Comfort using a cell phone to communicate via text using scripted messages.
- Ability to conduct an interview using an interpreter through the Language Access Line
- Ability to follow protocols and stay on script in collecting information and

providing health education information to individuals

- Someone who can show compassion and empathy for others
- Ability to work with persons from a diverse range of backgrounds and experiences

Desirable Qualifications:

- Experience conducting telephone-based or in-person interview, data collection and entry
- Spanish (highly preferred) or other non-English language fluency

Work Conditions:

- The position will require use of a computer, telephone or cell phone, and access to a secure internet connection.
- Have a private area in personal residence to make confidential phone calls.

If you have staff that may be eligible, especially those who may be on unemployment due to an inability to telework, please forward for their review. Interested staff should contact [Teresa Rucker](#) for more information.

SS:rn