

COVID Containment AmeriCorps Member

Community Resource Center

Position Description



Reports to: CDPHE Site Supervisor & CRC AmeriCorps Program Manager

Colorado's COVID Containment Response Corps (CCRC) engages local public health authorities, non-profit organizations and business leaders to contain the spread of COVID-19. At the heart of this effort are national service members who have provided disaster relief assistance to the CCRC's efforts since June 2020. Community Resource Center (CRC), a partner in the CCRC, is a 501(c)(3) non-profit in Colorado that provides training, leadership development, and high-quality resources to nonprofits and community-based organizations. CRC empowers nonprofit organizations to fulfill their missions by building capacity, strengthening skills, and providing strategies for success.

Service Position Summary: CRC will have 75 AmeriCorps members to support the COVID-19 response efforts in Colorado, pending grant funding. AmeriCorps members may serve in multiple roles as needed, including (but not limited to) contact tracer, case investigator, resource coordinator and may assist with other COVID containment response efforts as outbreaks and demands for containment efforts fluctuate. In addition to serving with the Colorado Department of Public Health and Environment (CDPHE), AmeriCorps members may support other nonprofit organizations or government agencies supporting Colorado's most vulnerable populations who have been disproportionately affected by the COVID-19 outbreak.

Essential Functions

- Complete COVID Containment Response Corps duties as assigned by your CDPHE Host Site Supervisor. This may include: calling people with positive or negative test results, calling newly diagnosed cases to collect contacts, providing contacts with approved information about isolation and quarantine procedures, and if appropriate, referring them to testing according to protocol, following up with individuals after 14 days of quarantine, etc.
- Communicate with contacts in a professional and empathetic manner maintaining emotional and cultural awareness. Establish a good rapport with cases, contacts, and all clients
- Follow a set script to inform contacts about the importance of isolation or quarantine and what to do if symptoms are present or develop
- Protect and maintain individuals' privacy and confidentiality
- May assist with roles such as case investigator, contact tracer, resource navigator or other tasks to meet the needs of the community and ensure an efficient and cohesive team
- Other COVID containment response duties as assigned by your CDPHE Supervisor
- Accurately record quality data, and report any mishaps
- Commit to complete your term of service
- Ability to think critically when speaking with clients to determine their correct set of needs
- Participate in on-going training and events as required and requested by CDPHE and/or AmeriCorps.
- Participate in three National Days of Service

Secondary Functions

- Wear official AmeriCorps identity items such as name tag and T-shirts during all AmeriCorps service.
- Participate in performance reviews with the site supervisor.
- Meet regularly with the site supervisor to discuss programming topics and issues.
- Represent AmeriCorps, CDPHE, and any additional host/ program/partner sites in a professional manner.

Qualifications:

- Be willing to provide direct services, strengthen the community or build the capacity of the organization as described in the position description.
- Be a U.S. citizen or U.S. national or a lawful permanent resident alien of the U.S.
- High school diploma or GED required; must be at least 18 years old.

- Pass required criminal background checks, including a National Sex Offender Website search, to serve with at-risk or vulnerable populations. AmeriCorps service is contingent on passing these background checks. If background checks have not been resolved by the conclusion of a member's training, they will be placed on administrative hold until they meet the clearance threshold.
- Be willing and able to complete 1200 required hours of service (36 weeks) by September 30, 2021.
- English fluency, with clear and concise communication skills. Fluency in a second or multiple languages could be an advantage.
- Must be able to work remotely, including access to a home office or other space that would afford a professional, quiet, private space from which to work. Due to the confidentiality required when working with people's personal health information, the work cannot be completed in a public space.
- Internet connection preferred, but a hotspot can be provided on a case-by-case basis.
- Proficiency with computers and data entry into electronic tracking systems.
- **This is a full-time AmeriCorps position. Must be able to serve a total of 40 hours per week. Days and hours may range from Monday to Sunday and from 9am to 7pm Mountain time.** Schedule will be determined by the host site's needs. The host site recognizes that all state holidays will be treated with the same expectation as working on the weekends. Those that are scheduled to work and make calls, will still be expected to work. All regularly scheduled meetings will be cancelled on state holidays.

Desired Knowledge, Skills, Abilities:

- Ability to exhibit a professional, positive attitude, sound judgement and independent work ethic
- Ability to show empathy to distressed individuals and excellent interpersonal skills and ability to interact professionally with people of diverse cultural, racial, ethnic, gender, age, ability, and socioeconomic backgrounds during a time of crisis and distress
- Solutions-oriented mind-set and a proactive approach to overcoming challenges
- Ability to handle confidential information with discretion and professionalism
- Ability to work independently and self-motivate
- Experience navigating computer systems and ability to comply with data integrity and security policies, safeguarding all personal identifiable information
- Technological resiliency and a willingness to learn multiple new systems and platforms simultaneously

Requirements:

- Must be a Colorado resident
- Attend all required training
- Submit an online timesheet to report service hours once every two weeks
- Accurately record and report data in the CDPHE data base
- Work weekend shifts and/or holiday shifts as assigned by your Host Site Supervisor

(Living Allowance)Benefits and Support:

AmeriCorps members receive:

- Members earn a living allowance of up to \$16,200 (disbursed in equal payments every two weeks) or \$450/week for their term of service (1200 hours) as well as an [Eli Segal AmeriCorps Education Award](#) of \$4,336.50 upon successful program completion
 - For members at least 55 years of age, ability to transfer ed award to a child, step-child, foster-child, grandchild, or step-grandchild
- Forbearance and accrued interest payment for eligible student loans: See [here](#) for more details
- Professional Development, an extensive Alumni network
- For more information about benefits see our [FAQ](#)

Training Provided: CRC and the host site will provide a virtual three week member orientation and training. The host site training will cover all the duties of the role as well as expand members' knowledge of public health, contact tracing and other COVID containment duties. The training period will include daily online training modules which members will need to complete before being cleared to start COVID containment work.

Service Environment: AmeriCorps members will serve remotely under the direct supervision of public health officials at CDPHE or with a Local Public Health Agency. A computer will be provided and must be used for service, a stable and secure internet connection is preferred, internet support will be provided on a case-by-case basis. Service will require using a computer, sitting or standing at a desk for extended periods of time, making calls using a computer softphone, and attending video conference meetings.

To Apply: Please complete this [ONLINE APPLICATION](#). Applications will be reviewed in the order that they are received.

Helpful Links:

Community Resource Center: <https://crcamerica.org/>

CDPHE Contact Tracing: <https://covid19.colorado.gov/are-you-sick/contact-tracing>

Serve Colorado: <https://www.colorado.gov/servecolorado>

Corporation for National & Community Service: <http://www.nationalservice.gov/>

AmeriCorps: <http://www.nationalservice.gov/programs/ameriCorps>

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This AmeriCorps program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact: Office of Civil Right and Inclusiveness, Corporation for National and Community Service, 1201 New York Avenue, NW, Washington, DC 20525, [\(800\) 833-3722](tel:8008333722) (TTY and reasonable accommodation line) [\(202\) 565-3465](tel:2025653465) (FAX); eo@cns.gov (email)