

**AmeriCorps Summer Associate  
COVID-19 Contact Tracer  
Member Position Description**

The State of Colorado, in partnership with local public health authorities, is building a statewide corps of contact tracers to contain the spread of the novel coronavirus as the state gradually reopens.

At the heart of this effort is a robust force of trained contact tracers who will offer support and information to individuals who have been exposed to the virus. This vital corps of “disease detectives” will identify sources of potential outbreaks and deliver the information and support Coloradans need to stay safe and healthy.

Tracing teams typically include a) case investigators b) contact tracers and c) community resource coordinators, all of whom work under the supervision of public health officials at the state level or in local communities. Those officials triage and assign cases to investigators, who make initial calls to individuals who have tested positive. Contact tracers make a second wave of calls to individuals that the original confirmed case has been in contact with in the prior two weeks. In these calls, tracers document a symptom check, refer contacts for testing according to established protocols, provide contacts with instructions for quarantine, and screen for additional resource needs.

**About VISTA Summer Associates**

AmeriCorps VISTA (Volunteers in Service to America) members bring passion and perseverance where the need is greatest: to organizations that help eradicate poverty. AmeriCorps VISTA members serve as a catalyst for change, living and working alongside community members to meet our nation’s most pressing challenges and advance local solutions. AmeriCorps VISTA Summer Associates serve 8, 9 or 10 weeks and must be at least 18 years of age to serve.

**Member Duties**

The VISTA Summer Associate Contract Tracer will call all contacts of anyone diagnosed with COVID-19, determine exposure, assess symptoms, refer for testing according to established protocols, and provide them with instructions for isolation or quarantine. Contact Tracers 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. Contact Tracers are required to follow set scripts and adhere to policies and procedures provided by state and local partners. They will also comply with requirements regarding confidential information related to personal information. Tracers will work under the leadership and supervision of the State of Colorado, who will organize them into teams that are then allocated according to demand at the county or city level. Tracers may report to team leads at either the State or County Level who manage groups of 5-10 Contact Tracers. Especially in the beginning most will report to a lead at the state level, complementing work that has been ongoing on this front since the start of the epidemic in Colorado. Tracers will work in collaboration with the Case Investigator from either the state or local health department.

Contact Tracers will:

- 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 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
- Protect and maintain individuals' privacy and confidentiality

### **Benefits and Support**

Summer Associates receive:

- A living allowance for the time served, determined by the Corporation for National and Community Service, at \$320.60 per week. The living allowance is determined by the service location site at rates approved by Congress
- Choice between a Segal AmeriCorps Education Award or an end-of-service summer stipend. Only those Summer Associates who successfully complete their full term of service are eligible to receive an education award of \$1,311 or an end-of-service summer stipend of up to \$345

### **Minimum Qualifications:**

- High school diploma, or equivalent required. Must be 18 years of age or older
- English fluency, with clear and concise communication skills. Fluency in a second or multiple languages could be an advantage
- Must have the ability to work remotely, including access to a home office or other space to work from that is quiet
- It is preferred that they have a computer and internet connection, but if they do not we can provide use of a state-owned laptop and hotspot
- Proficiency with computers and data entry into electronic tracking systems
- Must be able to serve 8 hours a day between 8 AM and 5 PM **Mountain Standard Time**
- This position will involve serving in a position of trust with members of the public, and may require a background check completed by a state agency

### **Preferred Skills:**

- Ability to exhibit a professional, positive attitude and independent work ethic

- Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified
- 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
- Excellent organizational and communication skills
- Sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Experience navigating computer systems and ability to comply with data integrity and security policies, safeguarding all personal identifiable information

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