

**Department of Human Resources**

Central Employee Services Division  
Disability Services Section  
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Seattle, WA 98104  
(206) 477-3350  
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[www.kingcounty.gov](http://www.kingcounty.gov)

Employee :

Claim # :

## JOB ANALYSIS

Job Title:	Disease Research & Intervention Specialist - Contact Tracing Short Term Temporary		
Department:	Public Health, Seattle-King County	Division:	Prevention
DOT Title:	Public Health Service Officer	DOT #:	187.117-050
SVP:	7	Requestor:	Teresa Fager
Worksite Address:	Chinook 401 5 <sup>th</sup> Ave. Seattle, WA 98104	Office Contact Name/ Phone/ Email:	Sarah Stewart 206-477-9479 Sarah.Stewart@kingcounty.gov
Original Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Analysis Date: 8/14/08
Update Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Update Date: 5/4/21

☒ On-Site    ☐ Interview    ☐ Representative

**JOB DUTIES:**

Conduct in-depth interviews with individuals ("cases") who tested positive for COVID-19. Contact individuals identified by cases ("contacts") who were potentially exposed while the case was in the contagious period of their illness. Contact Tracers notify contacts about their exposure status. They support COVID-19 positive cases and their contacts with access to testing, communicate isolation and quarantine (I&Q) guidelines, and help support people adhere to these I&Q guidelines by providing information and referrals to community resources.

**ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:**

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
  - Follow written and verbal directions to complete assigned tasks on schedule.
  - Read, write, and communicate in English & understand basic math.
  - Learn from directions, observations, and mistakes and apply procedures using good judgment.
  - Work independently or as part of a team and interact appropriately with others.
1. Call COVID-19 positive cases and conduct in-depth interviews, follow scripted language and use suggested prompts, enter responses into a case management database.
  2. Call and text contacts (those identified as potentially exposed to Covid-19) using call scripts and suggested prompts; share information about exposure and guidelines for quarantine; facilitate linkages to testing and other community resources needed to support their quarantine.
  3. Follow up on requests for support or additional information; ensure cases and contacts needs' have been met or they have been referred on to appropriate agency.
  4. Refer to Community Health Workers for additional support with enrolling in needed services
  5. Facilitate access to interpretation services, as needed.
  6. Conduct daily work using multiple data collection and communication platforms, such as REDCap, Mosio, MS Teams, Zoom and Office 365 products.
  7. Document challenges and bring issues to supervisors and team leads; implement identified solutions
  8. Strictly adhere to rules regarding client confidentiality and handling of PHI (like notes taken, and other communication).
  9. Participate actively in daily AM and PM staff phone calls.



## King County Job Analysis

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### EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Ability to establish rapport on the phone with diverse groups of people in a very brief amount of time.
- Ability to work with communities of people with varied lived experiences in a non-judgmental manner.
- Knowledge of motivational interviewing skills; ability to improvise and encourage responsiveness when encountered with a person's unwillingness to engage; demonstrated interviewing and elicitation skills.
- Ability to probe and improvise responses to questions in a clear, professional, and compassionate manner.
- Ability to comprehend complex information and adapt to changing guidance. Demonstrated ability to follow procedures/protocols and apply them to unpredictable situations.
- Excellent oral and written communication skills.
- Ability to function with minimal direct supervision.
- Demonstrated ability to protect Protected Health Information and other confidential information.
- Demonstrated ability to convey public health guidance in a clear and concise manner
- Highly proficient in navigating Microsoft computers; using communication tools (Skype, Zoom), and case management or online data collection tools; familiarity with Office products like Word, Excel, Teams, and PowerPoint.
- Fluency in English is required; bilingual Spanish-English language skills are preferred; fluency in other languages is desired.

### DESIRED QUALIFICATIONS

- Experience using REDCap
- Experience navigating and using electronic health records and/or other client level data repositories.
- Demonstrated ability to provide medical information in a clear and concise manner.
- Knowledge and demonstrated application of behavior change theory and risk reduction strategies.
- Professional or personal experience in working with members of King County's Black, Indigenous, People of Color communities (e.g. African-American, Latinx, Pacific Islander, Duwamish, Vietnamese, Somali, Mixtecos, etc.), immigrant and/or refugee communities, LGBTQ, people living with disabilities and/or people experiencing homelessness

### Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, computer-based phone system, headset, keyboard/mouse, laptop, monitors, general office supplies. The incumbent utilizes software programs including RedCap, M.S. Teams, Tableau, PeopleSoft, County Based web sites, MS Office programs.

WDRS (Washington Disease Reporting System may be used by some employees in this position.

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## King County Job Analysis

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### PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern	
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input type="checkbox"/> Full-time	
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input checked="" type="checkbox"/> Part-time	
<b>O</b> = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
<b>F</b> = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	8	Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	3-4	Days Per Week
		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

**Work Pattern (continued)**

This is a Short Term Temporary (STT) that works 24 hrs./week.

**This position works from home.**

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-5				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting various office supplies, laptop, monitor, etc.
<b>Lifting</b> waist–shoulder		1-5				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting various office supplies, laptop, monitor, etc.
<b>Lifting</b> above shoulder	X					
<b>Carry</b> (Distance/Surface)		1-5 20'				Up to 20', 30 sec./time while transporting office, supplies, laptop, etc. on a rare occasion.
<b>Pushing/Pulling</b> (Distance/Surface)		1-3				Up to 3 sec./time, 10 sec. total while opening and closing drawers.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X	Up to 2 hrs./time, 7.5 hours total on an office chair while performing computer work, performing data entry, scheduling appointments and talking on the telephone.
Standing		X				There is no standing requirement but the employee may choose to stand as needed.
Walking		X				On flat carpeted surfaces for distances of up to 20'/time, 1 min. total while walking within home office area.
Perform Work on Ladders	X					
Climbing	X					
Balancing	X					



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Stooping / Bending		X*				Up to 1-5 sec./time, 20 sec. total while accessing low shelves or cabinets in home office. *Bending/stooping is not required and may be avoided by alternating with squatting or kneeling.
Twisting at Neck	X					Not required.
Twisting at Waist	X					Not required.
Squatting / Kneeling		X				Not required but it can be used as an alternate to bending or stooping as preferred.
Crawling	X					
Reach waist to shoulder				X		Up to 2 hrs./time, 5 hrs. total while operating the computer mouse, writing, utilizing a telephone (headset available).
Reach above shoulder	X					
Reach below waist		X				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting various office supplies, laptop, monitor, etc.
Keyboarding					X	Up to 1-7 min./time, 6 hrs. total in a shift.
Wrist Flexion/Extension	X					Not required.
Handle/Grasp		X				Up to 1 min./time, 5 min. total in a work shift while manipulating laptop, monitor or various office supplies.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 1 hr./time, 7 hrs. total while performing computer duties, writing, and operating a computer mouse.
Hand Controls				X		Up to 1-7 min. at a time for up to 5.5 hrs. total while using a computer mouse; including for web and cloud-based programs.
Foot Controls	X					
Repetitive Motion				X		Body Part: Hands Cycles/hr: 300+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	Up to 20 min./time, 7.5 hrs. total while conducting telephonic interviews. Talks with co-workers about assignments, as well as scheduling appointments/referrals for patients via telephone. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, etc.
Hearing					X	Up to 20 min./time, 7.5 hrs. total while conducting telephonic interviews. Talks with co-workers about assignments, as well as scheduling appointments/referrals for patients via telephone. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, etc.
Visual – Near Acuity					X	Computer screen and documents.
Visual – Far Acuity	X					
Visual – Depth Perception	X					
Visual – Color Discrimination		X				Color coded items in tracking of cases.
Visual – Accommodation	X					



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Visual – Field of Vision	X					
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Work is performed in a home office.
Other:					X	Interacts with members of the general public (via telephone) who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, etc. Must be able to interact with all parties calmly and professionally.

### Analyst's Comments:

Work is performed in a home office.

### Possible Employer Modifications:



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**Update Comments (*if applicable*):**

**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a “best estimate” may have been used.

**Analyst:**

**Update (if applicable):**

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

**Employer Verification:**

**Employee Verification: (optional)**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



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### MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: \_\_\_\_\_
- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a ☐ permanent basis or ☐ temporary basis.
- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: \_\_\_\_\_

Treatment plan: \_\_\_\_\_

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

### Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- ☐ Attending Physician    ☐ Consulting Physician    ☐ Pain Program Physician  
☐ IME Physican    ☐ PCE Therapist    ☐ OT / PT Therapist    ☐ PEP Physician