



Community Organized  
Relief Effort

**Position Title:** Case Investigator  
**Reports to:** Field Case Investigation Manager  
**Location:** Atlanta, GA

**Position Type:** Full-time for 3-9 months

### **Project Overview**

As the COVID 19 outbreak spread across the US cities have struggled to respond to the needs for testing and contact tracing, CORE has stepped up to provide assistance to public health systems, First in Los Angeles and Northern California, and then in major cities including New Orleans, Atlanta, Chicago, Washington DC, and New York. Our first line of response has been testing, in large volume drive through sites, but also at community level targeted toward the underserved populations. Building on that successful implementation, we are taking the next step in disease containment, to assist public health departments implement effective contact tracing. In this work we are partnering with the experienced and technically Partners in Health (PIH). PIH bring more than 30 years of international health implementation and effective recent contact tracing in Massachusetts experience to our team. Our initial focus is Atlanta, but our intention is to broaden the support to other public health departments where we provide COVID 19 testing.

### **Position Overview**

The team will be responsible for talking with people with COVID 19 to make care plans, identifying and collecting contact details of their contacts, and connecting people with various services (including social support structures, testing, clinical care, etc.). The team will provide education about COVID-19, on isolation procedures and about social services. The Case Investigator will also perform many of the functions of the team, including being the primary point of contact for people with COVID-19.

### **Responsibilities**

- Work in a team of 2 that collectively performs all functions of COVID 19 case investigation and Resource Coordination. This includes contacting newly diagnosed persons in person, providing information about COVID-19 and answering questions, referring for home isolation or community isolation facilities, collecting contact information, and providing this information to the contact tracing team for contacting people exposed to COVID-19 who may need to be tested.
- Report issues from the unit to the Field Case Investigator Manager, brainstorm and
  - implement solutions.
- Triage and coordinate next steps for care and isolation for positive cases
- Track daily and weekly progress for the team and the project including cases contacted successfully, contacts tracked and referred, and patients and contacts referred to social support systems

- Contribute to quality assurance and lessons learned by providing feedback to project members (across all teams) and participate in quality improvement conversations with supervisors
- Liaise with partners and stakeholders at the Fulton County Board of Health
- Maintain daily contact with supervisor
- Verify patient's identity during initial communications and prior to disclosing confidential information. Assure confidentiality and carry out efforts to locate and communicate with patients in a manner that preserves the confidentiality and privacy of all involved.

### **Qualifications**

- Experience working with underserved community
- High School Diploma or GED
- Availability to work evenings and weekends
- Valid driver's license
- Consent to a background check
- Ability to speak, read, and write English
- Second or multiple languages a plus
- Ability to exhibit a professional, positive attitude and work ethic
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals and individuals in distress
- Ability to show empathy to distressed individuals
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Proficiency with computers

### **Organizational Profile**

CORE is an international humanitarian organization committed to improving the health of the poor and marginalized. CORE works with local communities and governments to build local capacity and address the problems they prioritize.

*CORE is committed to the fundamental principle of equal opportunity and equal treatment for every prospective and current employee. It is the policy of CORE not to discriminate on the basis of race, color, national or ethnic origin, ancestry, age, religion, creed, disability, sex and gender, sexual orientation, gender identity and/or expression, military or veteran status, or any other characteristic protected under applicable federal, state or local law.*