Memo

To: All Interested Candidates
From: Karen Ensley, Human Resources Director
Date: July 21, 2020
RE: Job Posting – Temporary Case Investigator
     Emergency Management

Duties and Responsibilities: The Case Investigator will be responsible for contacting North Carolinians who have tested positive for COVID 19 and those they identify as close contacts; complete an initial interview with patients who have tested positive for COVID 19, educate on isolation guidance and identify those who have been in close contact to the positive case; will assign contacts to the COVID 19 community team or assist in initial notification to those who are identified as a close contact. Although Case Investigators will prioritize interview of positive cases and notification of contacts by phone, there will also be the need for Case Investigators to perform field visits to reach individuals who do not respond to electronic (phone/text/email) contact attempts; must be able to work weekends and extended hours.

Qualifications: Requires health care experience including but not limited to Registered Nurse, CNA or Medical Assistant; ability and willingness to go into the field to locate and interview hard to reach contacts; ability to speak, read, and write English; ability to handle confidential information with discretion and professionalism; Ability to exhibit a professional and positive attitude and a good work ethic; ability to prioritize workload, set and meet deadlines; Exhibit excellent interpersonal skills and ability to interact professionally with culturally diverse populations during a time of crisis and distress; ability to think critically and use good judgements in all decision making; ability to show empathy to distressed individuals

High school diploma or equivalent. Must have a valid NC driver license.

A North Carolina resident for greater than one year, with familiarity with counties/cities/communities preferred. Fluency in languages other than English is a plus.

Applications must be obtained, fully completed, and submitted to Henderson County HRD, 112 First Avenue West, Hendersonville, NC 28792, www.hendersoncountync.gov/hr. Refer to the Additional Applicant Information section for more detailed instructions. Applications may also be obtained at the Henderson County NCWorks Career Center, Blue Ridge Community College, 180 West Campus Drive, Flat Rock, NC 28731

The deadline for application is: 5:00 pm on August 4, 2020

Starting rate: $17.00 per hour