

**TOMPKINS COUNTY CIVIL SERVICE  
VACANCY  
Inclusion Through Diversity**

**OPEN TO THE PUBLIC**

**Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526**

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Project Assistant

**SALARY:** \$17.00 per hour

**ISSUE DATE:** 12/07/20

**THE FINAL DATE TO FILE APPLICATIONS:** 12/30/20

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 12/31/20

**RESIDENCY WAIVED**

Case Investigator/Contact Tracer Job Description

We are seeking a dedicated Case Investigator/Contact Tracer to assist us in our efforts to limit the spread of contagious diseases. In this role, your duties will include contacting positive cases, determining who had contact with diagnosed patients, conducting remote assessments of symptoms, and ensuring that those placed under isolation or quarantine comply with regulations.

To ensure success, Case Investigators/Contact Tracers should possess excellent organizational skills and the ability to work in an environment where strict adherence to policies and procedures is required. First-class candidates exhibit sound judgment and exceptional interpersonal skills.

Case Investigator/Contact Tracer Responsibilities:

- Coordinating case investigation and contact tracing efforts with Supervisors from the Local Health Department.
- Conducting interviews in a professional manner that reflects emotional and cultural awareness.
- Collecting and recording accurate information using Commcare software.
- Calling newly diagnosed patients to trace individuals they had contact with and determining exposure.
- Interviewing traced contacts, assessing symptoms, and referring them for testing.
- Providing contacts with regulated information on isolation and quarantine procedures.
- Collaborating with designated local authorities in supporting the isolation and quarantine of individuals.
- Maintaining ongoing virtual communication to monitor symptoms.
- Referring contacts to available community resources.
- Complying with all Health Department regulations, including those aimed at protecting personal information.

Volunteer Expectations and Responsibilities

Task: Positive case calls

Skills needed:

Ability to listen and support person in isolation, including providing community resources to help meet needs someone might have in isolation

Document in CommCare regarding any symptoms the person might be having and how they are doing with isolation

Educate regarding requirements of isolation and meeting criteria for release from isolation (using NYSDOH guidance document regarding when to release)

Communicate with nurse supervisor if the case you are calling is experiencing new symptoms or needs isolation extended

Issue isolation release email on release day and close case in CommCare

Task: Quarantining contacts

Skills needed:

Nurse doing case interview will provide a list of contacts that need to be quarantined based on exposure to positive case. Contact tracer will then call each contact and complete initial interview including gathering demographic information, providing education on quarantine, quarantine dates, symptoms of Covid, when/where to get tested, and daily monitoring during quarantine (SMS or phone call)

Document interview in CommCare and enroll contact in SMS, and issue mandatory quarantine notice via email

Educate re: essential worker and healthcare worker guidelines if person is going to work during quarantine (see NYSDOH guidance documents regarding this)

Task: Daily monitoring phone calls to people in mandatory quarantine (for those who opt out of SMS or for those who have symptoms)

Skills needed:

Ask if people are experiencing symptoms of Covid

Ensure people in quarantine have their needs met in order to continue to quarantine

Need to know where to send them for testing if they are symptomatic and how to help them if they do not have transportation to the testing site

Document in CommCare

Issue mandatory quarantine release email on last day of mandatory quarantine and close contact in CommCare

**MINIMUM QUALIFICATIONS:**

(a) This internship opportunity is open to all students of Cornell University, Ithaca College, Tompkins-Cortland Community College, Wells College, or any other regionally accredited college or university deemed acceptable to the Commissioner of Personnel who are not otherwise eligible for full payment through any other work-study program; OR

(b) A candidate for this internship opportunity may also be a person who is unemployed, underemployed or an active high school student.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

Project Assistant is the title assigned to the Tompkins County Internship program. Project Assistants will be provided work assignments that are designed to provide a real world opportunity to work side-by-side with professional staff committed to teamwork and providing quality municipal services. An incumbent in this class will generally be expected to perform research and special projects as necessary. This is a unique opportunity to gain hands-on and in-depth experience in a wide variety of disciplines related to local, regional, state and federal governmental operations. Candidates meeting the eligibility criteria for the internship program as specified in the minimum qualifications section of this job description may be appointed to serve on a temporary basis at an hourly rate of pay in any of the civil divisions under the jurisdiction of Tompkins County. Project Assistant interns will generally be appointed on a temporary basis not to exceed six months. However, if it appears as though the assignment can not be completed in six months, the temporary appointment may be extended for an additional six months if it is determined by the Commissioner of Personnel to be in the best interest of the service. In no case will the Project Assistant's internship ever last for longer than eighteen months. Interns work under the direct supervision of assigned professional staff. Supervision of others is not required. The incumbent will perform all related duties as necessary.

### **TYPICAL WORK ACTIVITIES A Project Assistant will:**

- Invest themselves fully in the internship opportunity;
- Perform research and special projects as assigned;
- Extrapolate pertinent data from a wide variety of sources;
- Learn how to identify and utilize information pertinent to the assigned project;
- Prepare oral or written reports or presentations as necessary;
- Assist professional staff with the performance of their duties;
- Perform routine clerical duties in support of research and special projects as necessary;
- Use a personal computer and a wide variety of hardware and software to accomplish the goals of the research or special project;
- May be required to attend committee meetings in order to learn about committee structure and function;
- May be required to provide committee support;
- May be required to report on committee topics.

### **ENTRY LEVEL KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of the field in which the internship is being served;
- Working knowledge of office terminology, procedures, equipment and business English;
- Working knowledge of personal computers, a variety of peripheral hardware and software;
- Ability to understand and interpret and carry out oral instructions and written directions;
- Ability to accurately perform arithmetic computations involving fractions, decimals, averages and percents;
- Ability to write legibly;
- Ability to perform close detail work involving considerable visual effort and strain;
- Ability to develop effective working relationships and deal diplomatically with the public and co-workers;
- Willingness to learn and invest fully in the internship opportunity;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850