

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

TITLE: Community Health Coordinator

SALARY: \$24.64/hr hire rate; \$26.74/hr work rate

TYPE OF EMPLOYMENT: Full

ISSUE DATE: 09/22/21

THE FINAL DATE TO FILE APPLICATIONS: 10/22/21

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/23/21

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

This position includes coordinating a team of individuals responsible for positive case monitoring for symptom assessments, providing support to individuals who are following isolation guidance, and releasing individuals from isolation. Work is performed in the department.

MINIMUM QUALIFICATIONS:

(A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in public health, health education, community health, health science, disease surveillance, or a closely related field; **OR**

(B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in public health, health education, community health, health science, disease surveillance, or a closely related field **AND** two (2) years of health-related experience with at least one (1) year in a leadership or supervisory role.

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

DISTINGUISHING FEATURES OF THE CLASS

This position includes coordinating a team of individuals responsible for positive case monitoring for symptom assessments, providing support to individuals who are following isolation guidance, and releasing individuals from isolation. The work involves considerable demands from extremely tight deadlines. The incumbent will serve as a lead worker and supervise assigned personnel as directed by the Director of Community Health. The work will be carried out under the direct supervision of the Director of Community Health. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Assigns cases daily before the team's shift starts;
- Reviews and assigns computer program generated lists (unreachable contacts, Persons Under Investigation (PUIs), isolation and quarantine releases for higher education students, etc.) for completion;
- Attends weekly COVID or other communicable disease debrief and provides updates;
- Manages regular communication with all project assistants and county employees working on case monitoring, including updates on surveillance protocols, guidance, staffing etc.;
- Answers team questions throughout the day and refers to nurse managers as needed;
- Confers with daily manager as necessary to determine if/when cases must be monitored by a nurse and assigns appropriately;
- Manages the PUI's – identifies new PUI's, ensures initial interviews completed, reviews responses and determines actions (if can be converted back to a contact or released at the end of mandatory quarantine (MQ);
- Oversees onboarding process for new team members, ensures sufficient technical orientation and equipment/IT needs are met;
- Coordinates the schedule for project assistants, updates it as needed and shares with the team monthly, and assures sufficient resources are secured to meet the need;
- Raises any case monitor staffing issues or challenges to the Director of Community Health Services;
- Checks in with team members daily to make sure that they've completed their work;
- Submits end of day (EOD) releases to disease surveillance management team;
- Manages call log for Community Health Services (CHS) and delegates and/or answers inquiries from the public as needed;
- Manages vaccine inquiry email and delegates and/or answers inquiries from the public as needed;
- Works vaccination clinics as requested;
- Provides other disease surveillance support needs as requested by Director of CHS;
- Conducts evaluation research and develops lessons learned from disease surveillance and TCHD response;
- Develops training materials for disease surveillance response.
- Reviews and refines filing and knowledge management system for all COVID team members on one drive.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Because of the diverse nature of the job duties and responsibilities, required knowledge, skills, and abilities will correlate directly with assigned projects. However, the Community Health Coordinator should possess the following:

- Working knowledge of the principles and practices of educating and interacting with the public;
- Ability to deal effectively with the public;
- Ability to communicate effectively both orally and in writing;
- Excellent organizational skills;
- Ability to work in an environment where strict adherence to policies and procedures is required;
- Able to exhibit sound judgment and exceptional interpersonal skills;
- Proactive in solving problems;
- Able to adapt to changing context;
- Able to collaborate well in a diverse team in a fast-paced environment;
- Ability to plan and supervise the work of others;
- Working knowledge of disease surveillance, quarantine and isolation;
- Working knowledge of local, state and federal guidance as it pertains to COVID response;
- Working knowledge of planning, management and supervision as it applies to the position.

Originally created: 9/1/2021

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