



Cambridge
Public Health
Department



North Suffolk
Public Health Collaborative
an initiative of the municipalities of Chelsea, Revere and Winthrop

Job Title: Regional COVID-19 Care Resource Coordinator
Department: North Suffolk Health Department
Location: Remote work
Hours: Up to 39 hours weekly.
May include nights and weekends
Salary: \$55,000-\$65,000. This is a non-union grant funded full time position.

DESCRIPTION

Cambridge Public Health Department and North Suffolk Public Health Collaborative (NSPHC), which consists of the cities of Chelsea and Revere and the town of Winthrop, are seeking qualified candidates to hire as COVID-19 Care Resource Coordinators. The coordinators will work within a team of case and contact investigators, epidemiologists, and local health departments from the NSPHC municipalities, and the Cambridge Public Health Department Care Resource Coordinators will be responsible for providing support and wrap around services for people affected by COVID-19. Care Resource Coordinators will assess the needs of individuals that either need to quarantine or isolate and connect residents to local community-based resources.

ESSENTIAL FUNCTIONS

- Conduct detailed follow-up needs assessment for contacts and cases referred by case and contact investigators
- Identify and evaluate immediate and long-term needs of individual and connect people to available solutions and community resources for addressing needs. Examples of immediate needs include but are not limited to food, cleaning supplies, personal protective equipment (PPE), rental and utility assistance, medical needs such as medication, mental health, domestic violence, childcare. Examples of long-term needs include but are not limited to support negotiating leave from work, economic relief benefits, health insurance, housing support, and ongoing legal situations.
- Conduct follow-up with cases and contacts to ensure needs are effectively met and that new needs do not arise during isolation or quarantine period
- Communicate regularly with contact and case investigation team and participating health department partners to provide status update on needs of individuals
- Maintain and update a list of available resources for the region

QUALIFICATIONS

- Chelsea, Revere, or Winthrop residency preferred
- Ability to exhibit a professional, positive attitude and work ethic
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals during a time of crisis and distress
- Ability to show empathy to distressed individuals
- High school diploma, or equivalent required
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Second or multiple languages a plus (Spanish or Portuguese fluency a plus)
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism

- Proficiency with computers
- Willingness to work a flexible schedule

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Understanding of COVID_19 testing, contact tracing, and isolation and quarantine requirements
- Proficiency in use of technology such as laptop computers and tablets
- Knowledge of MS Office products which include Outlook, Word, Excel, and PowerPoint
- Knowledge of operation of standard office equipment, e.g. computers, fax, phone, printer, photocopier, and scanner

Skills:

- Strong problem solving and interpersonal skills

Abilities:

- Ability to build trusting relationship with people through active listening and cultural competency
- Ability to establish and maintain effective working relationships
- Ability to communicate effectively and efficiently verbally and in writing

PHYSICAL ENVIRONMENT

Work is performed primarily remote either in an office or from the Care Resource Coordinator's home, hours can vary some evenings and weekends would be required. Work frequently involves educating and engaging individuals that feel pressure and stress on how to deal with the diagnosis of COVID-19 requiring quarantine or the information that they have been a close contact of Covid-19 which also requires quarantine and testing.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online at [revere.org/jobs](https://www.revere.org/jobs). Please submit a resume, cover letter and salary requirements with your application.