

Position Title: Navajo Nation Contact Tracing Lead Trainer

Reports to: PIH Domestic TA Team for Navajo Nation

Location: Primarily Remote

Position Type: Full time preferred, but minimum of 20 hours per week acceptable. May include weekends.

Project Overview:

The current COVID-19 pandemic exceeds the existing capacity of the Navajo Nation Department of Health and local Health Care Facilities to perform contact tracing. As a result, many people are unaware that they are a contact of a person with COVID-19. Contacts may have little to no symptoms of COVID-19 and unknowingly spread the virus in the community. To break the chain of transmission, contact tracing and isolation must be scaled-up rapidly.

The goal of the COVID Case Management Team is to contact every person with COVID-19 to notify them of their diagnosis and help them self-isolate, gather their contacts, and proceed to call every contact in Navajo Nation. Contact tracing efforts will happen in close coordination with Navajo-wide efforts to increase testing, launch mass communication, deliver home support, and offer alternative places to isolate and quarantine. The ultimate goal is to quickly control the pandemic in Navajo Nation.

Under the leadership of Navajo Nation Department of Health, we are looking to build a dedicated and passionate team of volunteers to assist sites with their contact tracing efforts across Navajo Nation. The Expanded Contact Tracing workforce will consist of paid workers and/or unpaid volunteers / students. Contact Tracing teams will have a Team Leader and approximately 6-10 volunteer callers. All contact tracing staff will use an online App to help with caller assignments, data entry, and tracking patients over time. Responding to requests for assistance from local “site teams” at health care facilities, volunteer teams will be assigned to a site team, working under the daily supervision of the local team’s COVID case manager. Once the site team no longer needs extra help, the flex team may be assigned to another site. Per Navajo Nation, all contact tracers will use a common App, CommCare, to assist with case investigation and contact tracing.

The Expanded Contact Tracing team will all be trained and coached by the PIH TA and Training Team. This TA / Training Team will develop, implement and update training materials, curricula, competency assessments, quality assurance tools for the Navajo Expanded Contact Tracing Team. The TA / Training Team will also develop and implement Train-the-Trainer materials to support the expansion and standardization of team leader roles. All of these materials and tools be developed specifically for the Navajo community and COVID case management system, with iterative feedback from local experts, student advisors, contact tracers, and healthcare providers.

Position Overview

The Lead Trainers will join a fast paced and dynamic team to help expand contact tracing for COVID-19 in the Navajo Nation. Lead Trainers will work with the PIH TA / Training team as well the Navajo Lead for Expanded Contact Tracing, Sonya Shin, and the Brigham and Women’s Hospital CommCare Lead, Hannah Sehn.

The Lead Trainers will have one of the most important roles in the Contact Tracing Team. Trainers will be responsible for developing and delivering high-quality training and ongoing coaching to Lead Trainers and Contact Tracers. Training and tools will be designed to ensure that contact tracers meet initial competency manage, maintain fidelity, provide high-quality care to the patients with whom they interact, work seamlessly

with the local site teams, and continue to develop as public health professionals with ongoing acquisition of interviewing and support skills. Lead Trainers will provide coaching to Team Leaders, who will in turn be responsible for ensuring their team(s) provides reliable, high-quality support to the Sites. Lead Trainers will be responsible for developing the tools and training for Team Leaders to deliver coaching, mentorship, program updates, and emotional support to the callers.

Lead Trainers will develop materials, lead training sessions, evaluate training, and may monitor calls. They will provide coaching and booster training to contact tracers, in large groups, small groups or individually as needed. Lead Trainers will assist Team Leaders to evaluate performance metrics and intervene as necessary to meet key performance indicators among their callers. This will include participating in quality assurance procedures and working with Team Leaders and Site Leaders to exchange feedback on coordination and contact tracing quality.

Responsibilities

- Develop training materials and update as needed
- Coordinate with contact tracers and Team Leaders throughout the process of recruitment, outreach, training, assistance with registration and certification
- Provide initial and ongoing training and mentorship to contact tracers
- Provide initial and ongoing training and mentorship to Team Leaders related to contact tracer performance, stress and retention
- Perform ongoing evaluation of training quality and incorporate feedback from content experts, students, contact tracers and case management teams
- Meet regularly as a Training / TA Team to develop strategies, work plans and share updates with local partners
- Work with the TA Team to identify and track key program indicators (KPIs) to ensure contact tracing teams are meeting target goals, or if not help central team adjust target goals
- As needed conduct quality assurance by shadowing calls to ensure fidelity
- Lead Trainers will be required to use their own telephone, computer and electronic equipment. They will need access to reliable internet and reliable cell phone reception.
- Some Lead Trainers may specialize in CommCare support, providing coaching, TA and assistance to ensure that contact tracers are able to successfully use the CommCare COVID Contact Tracing App
- Other related duties as assigned

Qualifications

- Experience in training and /or information technology
- Experience in program management and volunteer / student coordination a plus
- Experience in public health preferred
- Experience as a contact tracer (ideally in Navajo Nation) also preferred
- Ability to exhibit a professional, positive attitude, empathy, and strong work ethic
- Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals in distress

- Bachelors' Degree or equivalent required
- Excellent organizational and communication skills
- Ability to speak, read, and write English
- Familiarity with Navajo healthcare system, culture and/or language preferred
- Critical thinking and sound judgment required
- Ability to model compliance with confidential information with discretion and professionalism
- Proficiency with computers
- Technology requirements:
 - Laptop or Tablet with reliable high-speed internet connection: Maybe PC with Windows 10, Antivirus Protection: Windows Defender and Windows Firewall; or Mac with Apple OS X 10.13, Antivirus Protection: Sophos
 - Cell phone with reliable cell phone reception.
 - Headset is preferred.