



POSITION DESCRIPTION

POSITION TITLE: Communicable Disease Technician **DEPARTMENT:** Public Health-Healthy Living
CLASSIFICATION: Communicable Disease Technician **APPROVED BY:** Regional Lead - Community & Continuing Care
UNION: CUPE Facility Support **DATE APPROVED:** December 11, 2023

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager, Health Services – Public Health-Healthy Living or Designated Public Health-Healthy Living Professional

POSITIONS SUPERVISED: None

POSITION PURPOSE

The Communicable Disease Technician works under the direction of regional public health teams (Public Health Nurses, Communicable Disease Coordinators, Medical Officers of Health, and Team Managers) to support public health communicable disease prevention and control.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Supports case and contact management, maintaining accurate health records and data entry.
- Provides current health information to clients.
- Provides clients with direct access to a variety of resources.
- Refers clients to appropriate services using the type of support that will make the referral successful.
- Outreach work to support engagement of hard to reach clients.
- Supports outbreak response efforts (e.g. supporting community partners to implement existing processes/tools, supporting public health rapid response for highly vulnerable settings).
- Supports vaccination efforts through assessment, education, advocacy, collaboration and outbreak response action.
- Harm reduction activities such as supply distribution as appropriate.

- Surveillance related activities such as data collection and entry.
- Provides support through outreach to agencies/services (e.g., daycares, schools, workplaces, community organizations, etc.).
- Develops effective relationships with agencies and the public toward promotion of communicable disease prevention and harm reduction.
- Encourages clients to share knowledge to promote health.
- Collaborates with stakeholders to support the health of populations at risk.
- Contributes to a healthy and responsive workplace and organization.
- Makes contact with priority populations through a variety of methods (phone, outreach, creative engagement).
- Respond to requests for information. Communication of health information and education as required for individuals, families and groups.
- Develops trust and a positive rapport with clients by being supportive and non-judgmental.
- Establishes professional supportive relationships which assists clients to identify options and make choices that best meet their health needs.
- Advocates on behalf of clients when and where appropriate.
- Establishes and maintains respectful, productive relationships, with people in and outside of the organization including team members, other service providers and those who are vulnerable and socially excluded.
- Fosters team building and mutual respect in all interactions.
- Promotes cultural safety and respect for diversity (e.g., economic and social status, ethnicity, culture, belief systems, sexuality, education).
- Maximizes collaborative decision-making with clients, colleagues, and other professionals to provide integrated care and appropriate services.
- Effectively uses a variety of communication strategies such as written, verbal, non-verbal and electronic.
- Recognizes personal attitudes, beliefs, feelings and values about health; identifying the effects of personal values and assumptions in interactions with clients.
- Systematically seeks professional development experiences that are consistent with current practice, new and emerging issues and changing needs of the population.
- Takes preventive, as well as corrective action individually or in partnership with others to protect clients from unsafe, incompetent, or unethical circumstances.
- Adheres to relevant legislation (e.g., Child and Family Services Act, Personal Health Information Act).
- Participates in quality assurance.
- Effectively manages and prioritizes work.
- Completes documentation, accurate statistical data, and reports in a timely manner.
- Incorporates appropriate quality assurance processes.
- Completes relevant administrative functions and documentation (e.g., vacation requests, mileage, complaints process, occurrence reports).
- Actively participates in relevant meetings and committees (e.g., program, community, provincial).
- Perform other duties as assigned.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

- In accordance with the regional performance review guidelines.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Recognized post-secondary certificate, diploma, or degree in a health services or social sciences field required.
- Post-secondary education specific to population and public health preferred.

KNOWLEDGE REQUIRED:

- Knowledge of health care systems and programs.
- Knowledge of relevant legislation.

EXPERIENCE REQUIRED:

- Minimum two years working with diverse populations from a community-based perspective that supports individuals, families, groups and communities across the lifespan.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated collaborative approach to working with individuals and families.
- Demonstrated ability to work collaboratively within a multidisciplinary team using strong communication skills and interpersonal skills.
- Demonstrated knowledge of population health and health equity an asset.
- Demonstrated knowledge of communicable disease management and harm reduction an asset.
- Demonstrated knowledge of and experience working with diverse populations required.
- Demonstrated ability to foster a collaborative interdisciplinary environment that supports quality services/quality improvement and staff empowerment.
- Demonstrated strong organizational skills and flexibility to meet the demands of the position.
- Demonstrated oral and written communication skills.
- Demonstrated ability to function within the professional code of ethics, professional standards and legislative requirements of the profession.
- Demonstrated ability to function independently and to meet deadlines.
- Demonstrate ability to use an analytical and enquiring approach to program development and problem solving.

- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.00

WORK CONDITIONS:

- The incumbent will make decisions within the parameters of the program/site as assigned.
- Will be required to travel to other regional facilities as the position duties may require.
- May provide service to behaviorally difficult situations involving patients/residents/families at times.
- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.

SALARY SCALE:

As per CUPE Facility Support Collective Agreement

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.