

Solano County
Office of Education

JOB TITLE: COVID-19 Pandemic Response Coordinator

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

The Coronavirus Disease 19 (COVID-19) Pandemic Response Coordinator will primarily, under the general supervision of the Associate Superintendent, Human Resources and Educator Effectiveness, perform a wide variety of specialized tasks related to responding to the ongoing COVID-19 pandemic and its impact on students, staff members, and County Office of Education operations. This includes facilitating and coordinating the County Office of Education's COVID-19 safety, emergency, and response plans. The position will require working closely and collaboratively with the Assistant Superintendent of Community Engagement and Emergency Management Planning to monitor national, state, and local public health information related to the pandemic as well as directives from public health officials. The position will be responsible for disseminating outgoing communications with employees and the parents/guardians of students who have been identified as COVID-19 positive or as a close contact of an individual who is confirmed to be COVID-19 positive.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Collects, records, and maintains accurate information on COVID-19 cases into County Office of Education (SCOE) and County systems.
- Participates as a member of the Solano County Schools COVID-19 Case Investigation and Contact Tracing (CICT) liaison team.
- Collaborates with SCOE program administrators and school nurses regarding contact tracing and appropriate notices based on current California Department of Public Health (CDPH) recommendations, students' vaccination status and ability to wear a mask.
- Responds effectively and considerately to all forms of inbound and outbound contacts, provides responses to questions, and in specific instances, refers callers to the appropriate supervisor, county, or state agency representatives for service and/or when problems or concerns occur.
- Handles inbound and outbound contacts in a courteous, timely, and professional manner.
- Listens to contacts, understands their needs, and resolves issues.

- Follows all required scripts, policies, and procedures.
- Ensures timely resolution through problem solving and effective call handling.
- Provides contacts with approved information about isolation and quarantine procedures, and if appropriate, refers them to testing according to established protocols.
- Coordinates SCOE's COVID-19 testing program and directs the work of testing center staff members.
- Responds to all inquiries consistent with confidentiality and privacy policies.
- Utilizes knowledge base, training, and current CDPH guidance to accurately answer staff and community questions and maintains updated knowledge of the program, including its policies and procedures.
- Adheres to all attendance and work schedule requirements.
- Performs other duties as assigned.

QUALIFICATIONS:

EDUCATION and/or EXPERIENCE

- Evidence of successful school, district, or county office of education leadership in educational programs.
- Bachelor's, Master's Degree, and California Teaching Credential preferred.
- Administrative Services Credential preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California Driver's License

KNOWLEDGE OF:

- Knowledge of County Office of Education policies, procedures, memorandums of understanding and collective bargaining contracts relating to risk management issues, specifically pandemic- related issues.

- Knowledge of current pandemic-related guidance provided by the Centers for Disease Control and Prevention, California Department of Public Health, Solano County Department of Public Health, Solano County Office of Education, and other agencies providing pandemic-related guidance and support.
- Proficiency with computers, web-based apps, and accurate data entry into electronic tracking systems.
- Excellent interpersonal skills and ability to interact professionally with culturally diverse individuals during a time of crisis and distress.
- Ability to show empathy to distressed individuals and assist with identifying solutions to problems identified.
- Excellent organizational and communication skills.
- Ability to use sound judgment and work independently with minimum direction within the framework of established guidelines.

ABILITY TO:

- Communicate effectively both verbally and in writing with all levels of district staff and the community.
- Read, learn, interpret, and apply complex federal, state, and local regulations.
- Research, investigate, and prepare a variety of reports; prepare and conduct training programs, and presentations, including speaking to the Board of Education and employee groups.
- Work independently, with minimum direction, and make decisions within the framework of established guidelines.
- Work effectively and cooperatively with all levels of County Office of Education staff and parents.
- Establish and maintain records and maintain confidentiality of privileged information obtained in the course of work.
- Maintain consistent, punctual, and regular attendance.
- Maintain and verify accuracy and completeness of records.

- Meet schedules and deadlines.
- Plan and organize work.
- Follow-through with directives.

SUPERVISION RECEIVED

Employees in this classification receive limited and general supervision.

SUPERVISION EXERCISED

None

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (15%) Walking (15%) Sitting (70%)

Body Movement (Frequency):

None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)

Lifting – lbs. (0-40) Lifting (2) Bending (3)

Pushing and/or
Pulling Loads (1) Reaching
Overhead (2) Kneeling or
Squatting (2)

Climbing Stairs (2) Climbing Ladders (0)