What remote public sector jobs are emerging as a part of COVID-19 recovery?

**Contact tracers and supervisors**: trained community health personnel who track, inform, and educate those who have been in close contact with a confirmed or suspected contagious COVID-19 patient. Contact tracers interview the patient and investigate data to trace the patient’s contacts, and coordinate next steps for contacts.

**Community support specialists**: trained public health personnel who work with contact tracers to support and address the needs of diagnosed individuals or contacts. Community Support Specialists connect individuals to health and social support services to address food, housing, mental health, medical, and other needs.

**Resource navigators and supervisors**: trained social or human services personnel who identify needs among individuals affected by COVID-19 and connect them to food, mental health, medical, legal, or other resources. Resource navigators direct individuals to appropriate community-based solutions based on their specific needs.

What is New York doing to develop remote recovery-related jobs?

**New York State** and **New York City** governments are hiring and training thousands of remote contact tracers. New York contact tracing roles represent a great opportunity for CUNY students and graduates to get involved in helping their communities recover from COVID-19.

These jobs are great for individuals who are interested in community health and/or social services, are enthusiastic about working with others and contributing to government-led COVID-19 relief efforts, and are available for a year-long, full- or part-time remote job.

See description of roles below, and visit your college’s Career Services website for more information.

### Contact tracing

#### New York State:
- 6,000-17,000 remote contact tracers will be hired by June for 12-month, full- or part-time jobs
- Salary is from $27 to $45/hour
- Three roles:
  - **Contact Tracer**: executes tracing protocol (all CUNY students eligible)
  - **Team Supervisor**: manages tracer team (CUNY grad students eligible)
  - **Community Support Specialist**: connects community members to care resources (CUNY grad students eligible)
- **Qualifications**
  - Candidates must be NY State residents with a phone, computer, and WiFi

#### NYC Health+ Hospitals

#### New York City:
- 1,000 remote contact tracers will be hired by July for full-time jobs
- $57,000-65,000 annual salary (to be confirmed)
- Three roles:
  - **Contact Tracer I**: executes tracing protocol for general assignments
  - **Contact Tracer II**: executes tracing protocol for advanced assignments
  - **Supervising Contact Tracer**: manages team
  - **CUNY students eligible** given supplemental public health credit or full-time experience requirements met
- **Qualifications**
  - Candidates ideally have specific experience in public health roles or coursework

Submit your application here: [https://coronavirus.health.ny.gov/get-involved-how-you-can-help](https://coronavirus.health.ny.gov/get-involved-how-you-can-help)

Submit your application here: [https://bachrachgroup.com/covid-19-jobs/](https://bachrachgroup.com/covid-19-jobs/)
Resource Navigation

New York City:

- ~200-250 resource navigators will be hired by June for full-time, remote call center roles
- Salary is to be determined
- Two roles:
  » Resource Navigator: connects diagnosed individuals and their contacts to relevant aid resources
  » Resource Navigator Supervisor: manages resource navigator team
- Qualifications: Requirements are to be determined; social or human services degree/experience likely preferred

Details around this role are still in progress. Application link and more information will be released soon.

How do recovery-related roles connect to longer-term career paths?

Recovery-related roles can help you gain valuable experience and skills that are applicable to a wide range of career paths: interpersonal, communication, and organization skills; problem solving and critical thinking; working with and supporting diverse communities; data management / privacy (not exhaustive list).

Those who gain experience in these roles have the opportunity to highlight these skills on your resume:

- “Conducted interviews with clients to address specific needs and connect clients to necessary resources”
- “Investigated hundreds of clients’ data and coordinated targeted outreach to and support for clients’ contacts”
- “Evaluated care needs of hundreds of clients and advised on next steps based on clinical data and resources”
- [If applicable] “Managed remote team of 10-20 in fast-paced environment, including training and reviewing”

Tips for preparing a strong application

1. Understand key qualifications for the role you’re applying to:
   » Qualifications vary by role, but common skills include: experience in public health and/or social work, strong interpersonal and communication skills, professionalism, organizational skills, ability to handle and navigate confidential data with discretion, experience working with culturally diverse communities (especially in time of distress), ability to get up to speed quickly on and navigate NYC resources and/or data systems

2. Refine your application and prepare for the interview
   » Tailor resume and cover letter to the key qualifications of the role
   » Articulate why you are interested in the role and why you would be a good fit in cover letter, including relevant examples of prior academic or professional experience
   » Note NY State counties or NY City boroughs you have a preference towards and familiarity with, as hiring for all positions will be regional in New York
   » Prepare for the interview by developing talking points on why you are good fit for role, examples based on your experience, and strengths & weaknesses

3. Leverage CUNY career resources and public information
   » Leverage your college’s online career resources and Career Services advisors for application & interview preparation
   » For contact tracers, consider taking a free online Contact Tracing Certification course (note that passing course/exam required for NYS and possibly NYC contact tracing roles; retaking course likely not permitted)