

# Introduction to recovery-related roles

## RECOVERY ROLES OVERVIEW

/ AS OF MAY 19<sup>TH</sup> / PRELIMINARY

- In this recovery period, many **government and social sector jobs will be developed or will become in demand** to support COVID-19 relief, including:
  - **Contact tracers**: identify and conduct outreach to individuals who may have been exposed to COVID-19 to help in virus isolation, tracking and response
  - **Community support specialists**: connect those who may have been exposed to COVID-19 to necessary resources, including quarantine housing or mental health services
  - **Resource navigators**: respond to the unique needs of individuals in communities heavily impacted by COVID-19 and connect them to necessary non-healthcare related resources, including food and housing access
- These roles are **critical to be able to re-open businesses and communities safely**, especially in densely populated areas with diverse communities like New York
- These jobs present an **opportunity for CUNY students and graduates to seek employment and support their community** throughout the recovery
- **CUNY students are qualified for many of these roles** and well-suited for the content of these jobs

# Various recovery-related government and social sector roles are being fast-tracked this month to hire teams in response to COVID-19

## RECOVERY ROLES OVERVIEW

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### Contact tracers and supervisors

### Community support specialists

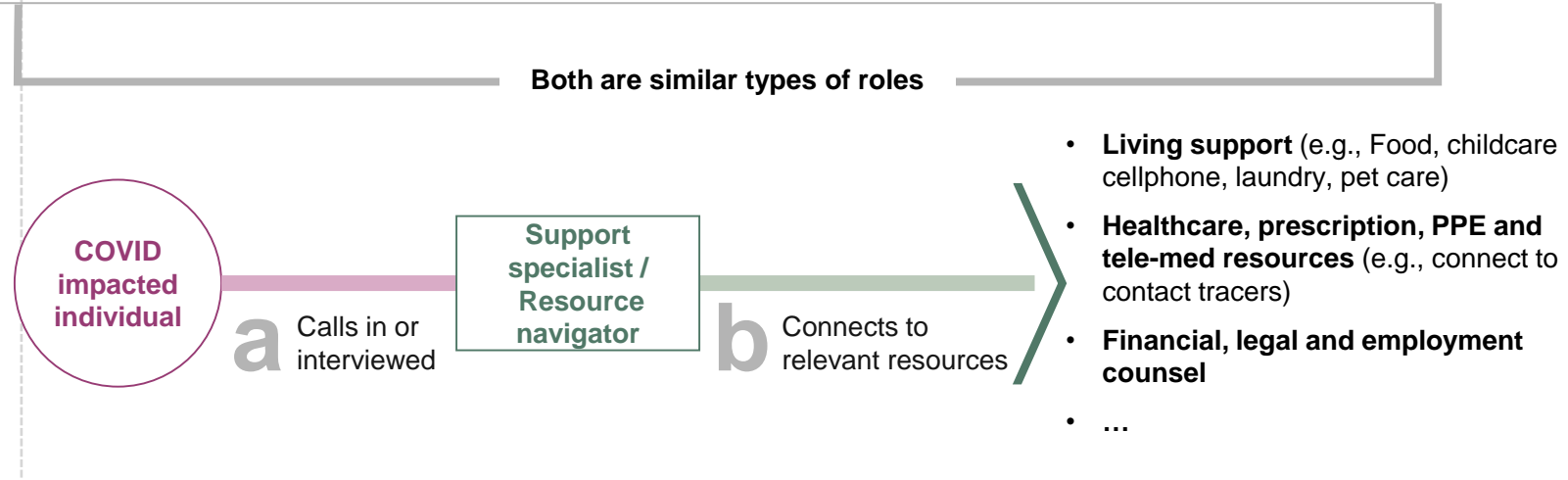
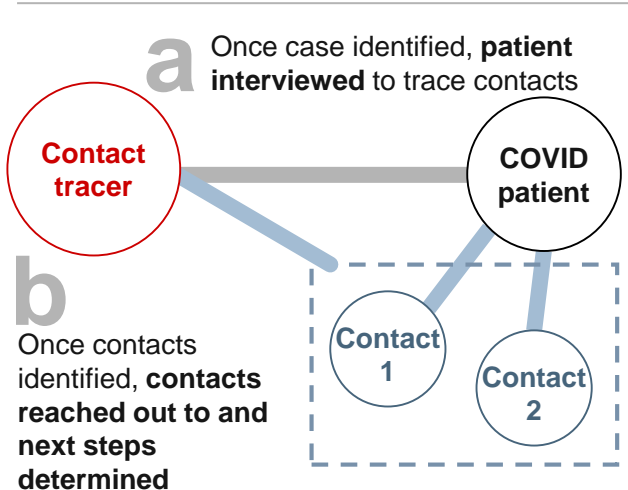
### Resource navigators and supervisors ...

- Community health job to **track, inform, and educate individuals** who have been exposed to COVID-19
- Involves working at a **remote call center to conduct interviews and investigate**
- Tracers perform **simple telehealth functions**, such as symptom monitoring, assessing need for additional care

- Specialize in **connecting individuals to community resources or relevant agencies** to address their issues
- Involves conducting remote interviews to **understand and address the social support needs** of those who have been exposed to COVID-19
  - Needs identified could span from **food or quarantine housing to mental health services**

- **Identify and address social service needs** for individuals during economic and health recovery from COVID-19
- Involves **responding to requests and connecting resources** to those in the community experiencing needs broader than healthcare across **food, housing and legal support**
- Entails **coordinating with community-based organizations** to address needs and provide aid

*Other recovery-related roles may also be developed*



# New York is implementing various contact tracing and social service efforts to support community recovery from COVID-19

NY COVID-19 RECOVERY

/ AS OF MAY 19<sup>TH</sup> / PRELIMINARY

- To address this social and public health need, New York City and State are **hiring thousands of locally-sourced contact tracers, community support specialists, and resource navigators** to support regional and local recovery efforts



Plan to hire **~6-17K contact tracers, supervisors and community support specialists** to serve regionally across the state (announced April 22<sup>nd</sup>)



Plan to hire **~1K contact tracers and supervisors** to serve locally in New York City as part of the Test and Trace Corps (announced May 8<sup>th</sup>)



Plan to hire **~300 resource navigators** as part of the Test and Trace Corps in NYC to address additional COVID-related social support (planned announcement May 19<sup>th</sup>; potentially more roles to come)

- City and State efforts have similar goals and roles, but **State is further ahead in the planning and hiring process for recovery efforts**
- **Public health, clinical, or service center** academic/work experience can be helpful, but is **not required** for all roles
- **Applications are open through ~June** and are being accepted on a rolling basis; **candidates can apply to multiple roles**



Contact tracing or resource support jobs are a great opportunity for CUNY students and graduates to get involved in helping their communities recover from COVID-19

# New York City resource navigator effort and team overview

NY COVID-19 RECOVERY

/ AS OF MAY 19<sup>TH</sup> / PRELIMINARY

## Job overview

- Roles are **full-time** and **remote**
- Work is expected to be paid **from \$27 to \$45 per hour** (*to be confirmed*)
- Team will be made up of **three roles**:
  - **Resource Navigator**: interviews community members about their needs and connects them to relevant resources
  - **Resource Navigator Supervisor**: manages team of resource navigators
  - **Resource Navigator Specialist**: role is **TBD** and recruiting will begin later in June

## Key qualifications for team

- Access to **wifi** (computer with phone functions will be provided)
- Strong ties to a **particular borough or area** of New York City
- Fluency in **multiple languages** preferred
- **All CUNY human services & social sciences students are eligible for both positions**
  - Social work **degree or experience** preferred
- **Resource Navigator Supervisor**
  - **Master’s degree or six years** of social services experience required
  - **Leadership experience**, preferably within a New York City community-based organization

## Application process

- Detailed process is **yet to be determined**, although likely to include multiple rounds of **eligibility screening and interviewing**
- New York City aims to **complete hiring by the beginning of June**
- Make sure to **apply through the official Symlicity job posting** below

Apply at [cuny.edu/cipportal](https://cuny.edu/cipportal)

1. **Login or register for a new account**
2. **Create your profile for new accounts**
3. **Upload your resume/cover letter under “DOCUMENTS”**
4. **Apply for Navigator under “JOBS”**

Resource Navigators will be **hired primarily out of CUNY** and represent a **great opportunity for CUNY students to seek employment** and support their communities

# Recovery-related jobs are most relevant for candidates with certain interests and credentials; many CUNY students and grads well-positioned to apply

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### Qualities of candidates who would be good fit

### Credentials needed for role

#### Contact tracers and supervisors

- Interest in gaining or building **experience in community/public health**
- Enthusiasm towards **working with people and data to solve complex problems**
- Willingness to contribute to local or state **government-led COVID-19 disease intervention** efforts
- Seeking **remote employment or credit-gaining opportunities in a health-related field** for the next year

- All roles require a **high school diploma and some college**
- **Health-related coursework** required for some roles
- **Work experience in community/public health** or social/human services required for some roles
- **New York City contact tracing roles have more stringent experience requirements** than New York State
- **At least one year in supervisory role** (if applying for a supervisor position)

#### Resource navigators and supervisors

- Interest in gaining or building **experience in social or human services**
- Ability to **empathize with diverse communities**
- Interest in **deepening communication skills**, including **understanding and supporting unique needs** of those impacted by COVID-19
- Willingness to contribute to local or state **government-led COVID-19 social and community relief** efforts
- Seeking **remote employment or credit-gaining opportunities in social or human services** for next year

- All roles require **human or social services college-level coursework or experience**
  - Supervisors require **master's degree or 6 years** of experience, and **relevant licensing is preferred** (e.g., social work, mental health counseling)
- Familiarity with or experience working in **NYC health or social services system**
- **Experience in managerial role preferred** (if applying for a supervisor position)