Introduction to recovery-related roles

**RECOVERY ROLES OVERVIEW**

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.

**Health and tracking focused**

- **Contact tracers 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.

- **Community support specialists**
  - 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**.

- **Resource navigators and supervisors**
  - **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.

**Broader support focus**

- **Support specialist / Resource navigator**
  - Calls in or **interviewed** a **Contact impacted individual**.
  - **Connects to relevant resources**.

**Other recovery-related roles may also be developed**

**RECOVERY ROLES OVERVIEW**

A S O F M A Y 1 9 T H / P R E L I M I N A R Y
New York is implementing various contact tracing and social service efforts to support community recovery from COVID-19

- 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 22nd)

  - 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 8th)

  - 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 19th; 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

**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 Symplicity job posting below

Apply at 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

**Recovery Roles Overview**

**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

**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

**Credentials needed for role**

- 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)

- 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)