

# Answering the call to be a COVID-19 case detective

## **Mitchell Jordan feels a bit like a detective.**

It's not a statement he would have considered prior to becoming a COVID-19 case investigator.

Mitchell is a Smokefree Health Promoter and was among those who answered Community and Public Health's calls to join the Case Investigation and Contact Monitoring/Management teams.

He joined the nationwide COVID-19 response team after completing the mandatory online training – which required Mitchell to learn all about the COVID-19 virus, privacy – and getting used to the national data system.

“As a case investigator I have to ring and interview people with COVID-19 to find out about where they have come from and who their potential close contacts are.”

“It's about trying to ascertain who they got it from and who they could give it to,” says Mitchell.

It was this piecing together of people's movements that excited Mitchell.

“You have to have a detective mind set. You've got to talk to them and draw out the right information.”

Mitchell says it's been a great learning experience for him and has connected him to colleagues he never would have worked with otherwise.

“I love it – I now have two great jobs. I'm grateful for the opportunity to learn and try something new. It feels amazing to be able to contribute to part of something so important – and know you have made a difference to our public health response.”

The role has taught him about the importance of working together across the health system.

“It's really highlighted to me that we work with such an amazing group of people. Everyone is so different and we each bring a lot to the table. It's a really supportive, passionate and talented team.”

