

Opportunity Title: INFO Communications Fellowship

Opportunity Reference Code: CDC-OD-2019-0043

Organization Centers for Disease Control and Prevention (CDC)

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How to Apply A complete application consists of:

- An application
- Transcripts – [Click here for detailed information about acceptable transcripts](#)
- A current resume/CV, including academic history, employment history, relevant experiences, and publication list
- Two educational or professional references

All documents must be in English or include an official English translation.

If you have questions, send an email to CDCrpp@oraui.org. Please include the reference code for this opportunity in your email.

Application Deadline 2/15/2019 3:00:00 PM Eastern Time Zone

Description CDC-INFO is a branch with the communications office at the Centers for Disease Control and Prevention (CDC). The CDC-INFO team supports the external communications channel (800 number and website) allowing members of the public, clinicians, and public health partners (such as state health department staff) to call, send emails, or order publications through CDC's National Contact Center. Day-to-day Contact Center operations staff and agents responding to external inquiries are contractors. The Contact Center features live agents who help inquirers find the latest, reliable, and science-based health information on more than 750 health topics. In addition, CDC-INFO is available during public health emergencies (such as disease outbreaks or natural disasters/hurricanes), using additional agents and extended hours as needed to support CDC's response.

CDC-INFO team members serve as the liaison between CDC program staff (offices and divisions representing various health topics) and the contract staff at the National Contact Center (including CDC-INFO agents). CDC-INFO team members compile, review, and tailor CDC program-approved content for agents to use in responding to inquiries. CDC-INFO staff also develop procedures and instructions for agents to systematically and consistently search approved content and share it with inquirers. In addition, CDC-INFO team members provide customer feedback and data to CDC program staff to inform them of public/external interest in health topics, identify spikes in inquiries about particular topics as well as content gaps in CDC responses, and help CDC programs with strategic planning and agency communication activities.

The ORISE Fellow assigned to the CDC-INFO project would help with content and data analysis, gathering and tailoring content for specific audiences, suggesting ways to enhance communication effectiveness (including process or system changes), and developing and improving professional relationships with CDC program staff to help ensure CDC-INFO content and processes are optimal, resulting in better information sharing with public/external CDC audiences.


Under the guidance of a mentor, the participant will be trained on a variety of research, analysis, and content and data management tasks. Training topics include, but are not limited to the following:


- Analyze data and trends in use of prepared responses (PRs) to determine patterns, content gaps, or problems with messaging and recommend action based on the review.
- Analyze content and data from existing categories, topics, subtopics and smart-tags for PRs




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and make recommendations for streamlining and aligning within content database.

- Review e-mail and postal mail responses and score them using the existing quality monitoring template; enter data into existing database and pull reports as requested.
- Research and apply clear communication principles and develop templates on how to incorporate clear communication principles into new or updated PRs.
- Using feedback from CDC-INFO agents, proactively make CDC information more accessible to agents and inquirers (develop program topic tables, compile information or presentations, or otherwise share or reinforce important health messages).
- Develop brief descriptions of public health topics (disease outbreaks, natural disasters like hurricanes or fires, foodborne illnesses, other health threats) that are trending in the news so CDC-INFO agents will understand context and scope of the issue, know how to handle inquiries, and be aware of information resources.
- Create and send reports (Microsoft Excel) related to CDC-INFO PR usage to CDC programs. Make written recommendations to CDC programs on which content to update, archive, or create based on relevance and information needs of the public or public health or healthcare professionals who contact CDC.

This program, administered by ORAU through its contract with the U.S. Department of Energy to manage the Oak Ridge Institute for Science and Education, was established through an interagency agreement between DOE and CDC. The initial appointment is for one year, but may be renewed upon recommendation of CDC contingent on the availability of funds. The participant will receive a monthly stipend commensurate with educational level and experience. Proof of health insurance is required for participation in this program. The appointment is full-time at CDC in the Atlanta, Georgia, area. Participants do not become employees of CDC, DOE or the program administrator, and there are no employment-related benefits.

Qualifications The qualified candidate must have received a bachelor's degree within five years of the appointment start date.

- Eligibility Requirements**
- **Degree:** Bachelor's Degree received within the last 60 month(s).
 - **Discipline(s):**
 - **Communications and Graphics Design** ([1](#) )
 - **Life Health and Medical Sciences** ([1](#) )