

Wirral Council: Job Role Descriptor

Job Role:	COVID-19 Outbreak Hub Team Leader
Service:	Covid19 Outbreak Hub
Reports to:	Hub Service Manager
No. of Subordinates:	9
HR USE ONLY	
Job Role Ref:	C&C0075P
Job Family:	C&C
Grade:	PO12

JOB ROLE PURPOSE

The purpose of the Wirral COVID-19 Outbreak Hub is to prevent, control and manage outbreaks across all settings in Wirral in line with the Local Outbreak Management Plan.

The postholder will lead the effective operational delivery of the Wirral Outbreak Hub, managing the day-to-day functions of the Hub Team, recognising and dealing with situations as they arise and managing an effective response to any COVID-19 outbreaks.

As a key member of the COVID-19 Outbreak Hub, the Team Leader will be responsible for ensuring that the team:

- Is **ready to respond** to outbreaks and focused on preserving life and safeguarding the vulnerable
- **At the forefront of prevention** as well as control and management – providing advice and support to Keep Wirral Well and targeted work driven by local intelligence
- **Works collaboratively** across a number of functions and specialisms, supported by shared case management system and with a single point of contact for organisations, communities and businesses
- **Works within agreed operating protocols and clear roles and responsibilities**, regularly reviewed in the context of changing landscape and national and regional arrangements (e.g. Cheshire and Merseyside Test and Trace Hub)

KEY TASKS

1. Lead operational management in response to COVID-19 clusters and cases in line with agreed protocols, including developing action plans in respect of complex cases escalated to the team, including any contact tracing required, liaising with the Cheshire and Merseyside Test and Trace Hub and partners as required.
2. Oversee the effective use of the outbreak case management system to monitor Clusters and cases and use insight from the system to target action by the Hub team.
3. Manage Single Point of Contact (SPOC) arrangements for the Outbreak Hub, acting as the key interface for the Cheshire and Merseyside Test and Trace Hub and other partners in respect of outbreaks.
4. Manage performance of the Hub team, ensuring the required work is delivered, deadlines met, records are maintained, escalation for specialist advice occurs in a timely way, and that performance reporting on cases is up to date for reporting on request.
5. Manage delivery of COVID-19 prevention and control activities in line with the objectives of Wirral's Local Outbreak Management Plan and work collaboratively with Council departments and partners to maximise the effectiveness of infection prevention and control measures, local testing arrangements, local contact tracing, support for self-isolation and other resources in doing so.
6. Support the operational delivery of functions associated with Wirral's Local Outbreak Management Plan as required, e.g. in respect of local testing arrangements, and proactively pursue joint working with health system partners focused on continuous improvement of processes and operations.
7. Oversee risk assessments for outbreak case management and prevention and control activities to ensure all operational risks are identified, mitigated and escalated appropriately through effective communication with the Hub Service Manager, Public Health Consultants and the Director of Public Health.
8. Proactively contribute to the development of innovative, targeted engagement to prevention and control working with the Hub team and partners, for example to ensure that vulnerable people and high-risk settings and locations have access to advice and information.
9. Regularly report progress in respect of operational delivery to the Hub Service Manager, Public Health Consultants and the Director of Public Health as required.
10. Ensure that operational guidance / Standard Operating Procedures relating to

COVID-19 and the work of the Outbreak Hub are followed and oversee regular review of documentation as changes occur.

11. Manage rotas and out of hours arrangements for the Outbreak Hub team in line with service requirements and lead briefing / de-briefing of incoming and outgoing shifts using timely handovers.

12. Ensure regular training is provided for team members on operational guidance, Standard Operating Procedures and case management systems.

13. Ensure that the wellbeing of team members is maintained and that supervision of caseloads, and work undertaken by team members occurs routinely.

14. Ensure that operations function in a manner compliant with Information Governance requirements and professional standards of confidentiality.

KEY RESPONSIBILITIES

People

Responsible for effective management of staff within the Wirral Outbreak Hub team. Responsible for effective partnership working with teams across the Council and in partner organisations to deliver the Local Outbreak Management Plan and Hub operations, e.g. ensuring robust use of case management systems.

Responsible for providing advice, support and guidance, and developing constructive working relationships at all levels with senior managers, key stakeholders, programme and project boards, and project staff both internal and external to the Council.

Responsible for ensuring that equality impact assessments are completed for all areas of the Outbreak Hub's work programme to ensure that vulnerable residents are not adversely impacted and are proactively supported.

Responsible for ensuring the health, safety and welfare of team members by complying with the appropriate health and safety policies, and by the employment of safe working practices.

Financial

Responsible for ensuring that activities are performed within agreed budgets, in accordance with the financial policies and regulations of the Council.

Strategic

Responsibility for ensuring that operational delivery is in line with the objectives and priorities set out in Wirral's Local Outbreak Management Plan.

Resources

Responsible for ensuring that team resources are managed effectively and that any issues are escalated in a timely way.

Responsible for the confidentiality and security of data and information assets within the Outbreak Hub.

Planning and Organising

Responsible for planning work for the Outbreak Hub team.

Responsible for prioritising and negotiating team workloads, ensuring deadlines are achieved, delivering projects and programmes within timescales and budget.

Responsible for planning rotas to enable a 7-day service.

Responsible for developing and delivering contingency plans for any surges in capacity required, for example to manage a large outbreak or respond to new variants.

Decision Making

Responsible for working effectively, with minimal supervision and direction using own initiative.

Responsible for mediating between teams and levels of officers to achieve programme delivery.

Responsible for identifying and resolving complex project and programme issues using expertise, risk and impact assessment.

Responsible for escalating major issues to Hub Service Manager, Public Health Consultants and the Director of Public Health, as necessary.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Educated to degree level or equivalent.

Knowledge & Skills:

- Programme and project planning, monitoring and reporting techniques.
- Sound ICT skills with ability to use software tools for scheduling, resource management, reporting, analysis and communication.
- Strong ability to quickly identify, understand and resolve issues and risks in a structured and defined project environment.
- Excellent (verbal, written, listening) communication skills.
- Strong and effective leadership skills, with the ability to motivate others.
- Flexible, organised, solutions focused with good analytical and problem-solving skills.
- Effective time management, with the ability to work to tight deadlines, balance conflicting priorities and manage own workload.
- Highly motivated and capable of motivating and supporting others in the team.
- Excellent interpersonal and negotiation skills, sound emotional intelligence with the ability to thrive in challenging and complex situations.
- Strong decision-making skills with the ability to lead during times of ambiguity.
- Able to take responsibility for tasks and delivering results.
- Able to work with colleagues, partners and stakeholders to build commitment and strengthen collaboration to support operational delivery.
- Sound knowledge and experience of using and applying structured programme and project management methodology.
- Able to map end to end processes, identifying areas for improvement and managing change across work streams efficiently.
- Resilient, rationale and calm under pressure
- Thrives in a fast paced and dynamic environment.

Experience:

- Experience of working collaboratively to lead and manage complex programmes of work in a local authority setting, including directing the day-to-day work of staff.

- Experience of following information governance policies and procedures and developing risk assessments and other documentations.
- Experience of developing and working within standard operating procedures.
- Experience of rapidly assessing information and recommending an appropriate course of action to address any issues and/or escalate these appropriately.
- Experience of successful delivery of projects using effective work planning, resource allocation, and monitoring techniques across multiple teams.

Desirable Criteria

Qualifications:

- PRINCE2 Practitioner level.
- Evidence of ongoing professional development.

Knowledge & Skills:

- A sound understanding of local government and national, regional and local developments relating to COVID-19 and public health / health protection challenges.
- A sound understanding of the wider public sector.
- Knowledge and /or experience of leading, or managing, community engagement activities.

Experience:

- Experience and/ or knowledge of emergency planning procedures and responsibilities.
- Experience and / or knowledge of health protection or environmental health programmes.
- Experience of working with communities and other stakeholders to co-design the development and delivery of services and initiatives.

ADDITIONAL WORK ELEMENTS

The postholder will be required to work flexibly, covering some evenings and weekends working on a rota basis as part of a team.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service: Chris Leese (Hub Manager)

Date: 03/07/21