

Wirral Council: Job Role Descriptor

Job Role:	COVID-19 Contact Tracing and Response Worker
Service:	COVID-19 Hub
Reports to:	COVID-19 Response Coordinator
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	PC0098G
Job Family:	People Care
Proposed Grade:	Band F

JOB ROLE PURPOSE

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

The postholder will work as part of the Hub team to provide a reactive and flexible COVID-19 prevention, control and management service across Wirral. The postholder will:

- Engage with members of the public who have been diagnosed with an infectious disease to identify and support people (contacts) who may have been infected through close contact with that individual
- Work to support the wider COVID response in Wirral as the pandemic progresses and contact tracing demand fluctuates

As a key member of the COVID-19 Hub, the postholder will make a significant contribution to ensuring that the team:

- Is **ready to respond** to outbreaks and focused on preserving life and safeguarding the vulnerable
- Is **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 withing 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. Establish and maintain a working knowledge of Standard Operating Procedures, protocols and guidance relating to COVID-19 prevention, control and management and contact tracing and work within these at all times.
2. Utilise a computer, and/or mobile phone with appropriate access to required applications, databases, and/or web-based platforms, daily.
3. Initiate prompt communication with people diagnosed with COVID-19 (cases) and those exposed to COVID-19 (contacts) through text, phone calls, email, and other communication platforms as required.
4. Follow a script or guidance to provide COVID-19 health education and isolation advice and support to confirmed cases and carry out detailed contact ascertainment.
5. Notify contacts of their exposure to COVID-19, following a script or guidance to provide COVID-19 health education and isolation advice and support and information on what to do if symptoms develop.
6. Record all outcomes and interactions with cases and contacts on the case management system as appropriate and inform Response Coordinator when attempts to communicate with a case or contact are unsuccessful.
7. In all instances of documenting information pertinent to COVID-19 case management, ensure adherence to protocols for completeness and timeliness and ensure that any information communicated or transferred to partners is handled in a secure fashion in accordance with GDPR. Postholders are required to follow all designated scripts and comply with policies and procedures provided by the COVID-19 Hub regarding confidentiality and data security (GDPR) for the handling of sensitive client information and protected health information.
8. Elevate complex situations to Response Coordinator or via appropriate pathways for further guidance.
9. Assess case and contacts' ability to safely and effectively quarantine at home, with adequate water, food, and other necessities. Identify barriers to necessary interventions and facilitate appropriate referrals to support or healthcare services in line with local protocols.
10. Conduct welfare checks by telephone or other communication methods as required and signpost to support services or healthcare services where needed.
11. Support monitoring and improvement of the contact tracing service.

12. Collaborate and coordinate with the COVID-19 Hub, including Prevention and Control Officers, Environmental Health Officers, Hub Team Leaders, data analysts, business support and public health specialists. to efficiently complete case and contact notification and monitoring assignments.
13. Work with the teams delivering the mass vaccination and mass testing operations as required in order to promote uptake and coverage of these programmes
14. Work to support the wider COVID-19 response and recovery in Wirral as the pandemic progresses.
15. Participate in trainings, team meetings and quality monitoring improvement activities to ensure and enhance the quality of contact notification activities and outcomes.
16. Undertake any other duties as commensurate with the grade which support the Council's mitigation of public health and environmental health infection control risks.

KEY RESPONSIBILITIES

People

No direct line management

Able to communicate with a range of stakeholders and residents

Financial

Responsible for monitoring any expenditure undertaken in line with work programme

Strategic

Responsible for supporting Public Health Consultants, Senior Manager: Wirral Outbreak Plan and Team Leaders in the delivery of Wirral's Outbreak Plan and Wirral Testing Strategy.

Responsible for contributing to Keep Wirral Well and COVID-19 Champions strategic communications and engagement campaigns.

Resources

Responsible for ensuring that all personal data is handled securely and in strict compliance with data protection legislation and local and corporate data management protocols.

Responsible for keeping appropriate records of casework/workload to assist in any future systems development and production of management information.

Planning and Organising

Responsible for planning and organising own work in respect of caseload management

Decision Making

Responsible for escalating issues to Response Coordinator as required, and across other agencies, in a timely and appropriate manner.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Relevant qualification in Customer Care or demonstrable relevant experience.

Knowledge & Skills:

- Dynamic communication and interpersonal skills, cultural competency/sensitivity, tactful language, and empathetic interviewing skills to build rapport and maintain trust with persons of varied backgrounds and from culturally diverse populations and with persons experiencing a range of social conditions.
- Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles
- Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour
- A demonstrable willingness to share information and work with other people.
- Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can
- A commitment to equal opportunities.
- Willingness to adapt and be flexible to requirements of the role and working patterns
- A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view

Experience:

- Experience of conducting telephone-based or in-person interviews, data collection and/or data entry
- Proficient with use of computers and good knowledge of using Outlook, Word and various database and proficient in the use of electronic systems, databases or other information system to support case management
- Experience of dealing with sensitive or controversial issues in a diplomatic way
- Demonstrable experience and ability to use discretion and maintain confidentiality and ethical conduct.
- Demonstrable experience and ability to work independently and as part of a multidisciplinary team

- Demonstrable experience and ability to prioritise and work under pressure
- Demonstrable experience and ability to build and maintain positive working relationships
- An understanding of and ability to work with Standard Operating Procedures and guidelines (e.g. safeguarding vulnerable adults; data protection, information governance).
- Experience of operating in a team, handling escalations and queries.

Desirable Criteria

Qualifications

- Experience in a field related to health and social care services or customer services in a complex environment

Knowledge, Skills and Experience

- Experience of critical thinking and using problem-solving skills, and the ability to use sound judgment in responding to customer issues and concerns.
- Experience of working with vulnerable people and groups
- Experience of working within multi-disciplinary teams

ADDITIONAL WORK ELEMENTS

- Required to work outside of normal office hours/flexible working patterns including weekend working.
- Able to travel around the Borough using public or private transport.
- Ability to work remotely.

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.