

North Wales Contact Tracing Service

Job Description

Job Title: Business Support Supervisor (COVID-19)

Post Number: 70000002498

Grade: G07 £34,788 to £37,849

Overall Job Purpose:

Aligned to one of the six North Wales local authorities, and required to deal with cases from across North Wales in the event of an outbreak or surge, the post holder will lead and manage an integrated team contacting the local community whom have tested positive for COVID-19. This work is a requirement of delivering Welsh Government's Track and Trace project.

The post holder will contact, advise and actively support citizens in relation to the requirements set out by Welsh Government in relation to stopping the spread of the COVID-19 Virus. The post holder will be an integral role in the success of this and will act as intermediary for public health wales and Welsh Government.

Principal Accountabilities / Key Tasks:

Working as a member of a Regional Business Support Function, the main responsibilities of the role are to;

- Responsible for managing a team of Contact Tracers and Contact Advisors whose roles are to interview individuals who have tested positive for COVID-19 or come into contact with someone who has.
- As part of the regional project they are expected to on behalf of a health Clinical Lead, escalate across any COVID-19 information relevant to the regional partners. This will include teams such as Environmental Health Officers looking after infectious diseases, and Health Protection Nurses
- The ability to be able Communicate confidently at a senior level in Welsh and English with a variety of colleagues and partnership agencies.
- The ability to actively listen to and encourage effective communication between all relevant stakeholders
- Share and disseminate information in a timely manner

- Be adaptable and flexible to an evolving situation
- Support administrative functions for the cluster team (including rota management)
- Be the single point of contact for administrative support and logging decisions
- Regularly review the information being shared by the Regional teams / partners
- Be able to comfortably advise a team of staff on next steps in the process as per the scripts provided from Public Health Wales (no clinical assessments will be required)
- Provide an excellent customer experience through the application of customer care standards in accordance with the Councils Customer Services Charter
- Work in partnership with other Council departments and external stakeholders to ensure effective channels of communication

Position in the Organisation:

Reports to: Programme lead

Staff Supervised: Team of 4 Contact Tracers and 12 Contact Advisors (these could be located across North Wales)

Financial Resources

Level: N/A

Indicative Value: £N/A

Physical Resources

Land and buildings - No./area	Value: £ N/A
Plant / Vehicles / Equipment – No	Value: £N/A
Information Systems – No./volume	Value: £N/A

Demands within the job:

Physical Demands:	<p>The role involves working outside of normal office hours to meet the demands of the project</p> <p>Use of ICT is imperative and attention to detail and excellent dexterity is essential. Speed and accuracy in dealing with complex cases and demands is a priority.</p> <p>High levels of responsibility are needed due to the nature and complexity of cases being dealt with on a daily basis.</p>
Mental Demands:	<p>The post holder will need to manage high levels of work related pressures and competing demands. This will involve analysis of detailed and complex information and preparing monitoring reports across a range of project areas.</p> <p>Attention to detail is imperative in this role when inputting personal/sensitive information into a variety of different software/programmes or ICT packages.</p> <p>The post holder will manage a team of individuals who will be the first point of contact the North Wales Contact tracing service makes with individual's who may be unwell / suffering with increased anxiety after having tested positive for COVID-19</p> <p>The post holder will work on a rota basis, providing a service Monday to Sunday between 8am and 8pm</p>
Emotional Demands	<p>The post holder will need to make frequent and regular decisions relating to operational direction of the Test, Trace, Protect programme.</p> <p>The post requires management of competing demands and high level of sensitivity to develop effective working relationships. The post will also require resilience and problem solving skills</p>

	<p>The post holder must have excellent communication and interpersonal skills to work with people, and be able to lead change and manage risk. The post involves direct contact (either in person or by telephone) with other employees of the local authority, other stakeholders, and citizens.</p> <p>The role will entail dealing with staff who have regular significant emotional demands placed on them.</p>
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Language Requirements

Welsh Language Skills (Please see the skills framework attached)						
Listening (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Speaking (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
English Language Skills (Please see the skills framework attached)						
Listening (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Speaking (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>

Person Specification

1. Education and Training

The minimum educational requirements/professional or vocational qualifications for the post:

1.1 Essential

- Minimum of a HND/HNC in a Programme, Project or Business related field, or equivalent qualification
- Educated to degree or equivalent, or professional qualification in relevant discipline e.g. Health, Social Care, Education, Leisure, Community Development
- Recognised management training qualification.

1.2 Desirable

Any specific training required for the post Incl. Certification:

2. Key Competence Requirements

Job related knowledge Critical for effective performance:

2.1 Essential

- Experience of delivering large and complex Programmes and Projects within a formal Programme / Project Management methodology, delivering to time, cost and quality
- Knowledge of appropriate legislation, regulation and standards and a sound understanding of Covid Track, Trace & Protect Agenda set out by Government
- A high level of competency in the use of a range of ICT systems,
- Working knowledge of IT packages to include Microsoft Word, Excel and Outlook
- An understanding of services provided by Local Government and other voluntary, statutory and public bodies
- A sound knowledge of customer needs and the application of legislation in relation to Equalities, Welsh Language, Data Protection and Freedom of Information.
- Experience of working in a customer facing role dealing with sensitive issues
- Understanding of client confidentiality and data protection regulations
- Experience of managing and dealing with complaints
- Extensive Management experience of staff, who will potentially work remotely

2.2 Desirable

- Experience of working within a local government environment and the political framework
- Experience of preparing Communication Plans and undertaking public consultations

Specific skills critical for effective performance:

2.3 Essential

- Proven ability to communicate clearly and effectively, both orally and in writing, including preparing and presenting complex reports to a variety of audiences
- The post holder will be required to work collaboratively with colleagues in other teams on a local and regional level
- High degree of skill and competence in all aspects of project management
- Excellent and proven communication, influencing and negotiating skills
- Ability to plan and organise complex tasks and activities and work to deadlines
- Ability to develop innovative solutions to problems and issues
- Excellent financial management skills
- Good networking skills
- High level of all appropriate IT skills specifically the Microsoft suite of programmes
- Managerial skills critical for effective performance
- Good leadership skills

3. Personal Attributes

Personal values and characteristics which should be demonstrated in performing the duties of the post:

3.1 Essential

- Ability to communicate both verbally and in writing in Welsh and English.
- Ability to listen and understand the views of others.
- Good interpersonal skills
- Ability to think creatively, work on own initiative and find a positive solution to a problem
- Positive 'can do' attitude
- Courteous, tactful with a friendly disposition
- Ability to deal with clients with empathy but assertively when required
- Proven people skills demonstrating the ability to work with a range of people
- Committed to finding solutions to problems.
- Capable of achieving targets under pressure and against tight deadlines
- Ability to visit other sites within the Council
- Full driving licence

4. Personal Circumstances

Job demands which, if not met, could constrain effective performance in post

4.1 Essential

4.1.1. Ability to visit other sites within the Council when required

4.1.2. Must be adaptable and flexible to accommodate the needs of the team and work priorities ensuring a service is provided, including evenings and weekends.