

# North Wales Contact Tracing Service

## Job Description

**Job Title:** Contact Adviser (COVID-19)

**Post Number:** 70000002500

**Grade: G04 £18,795 to £19,953**

### **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 work as part of an integrated team contacting the local community whom have come into contact with an individual who has tested positive for COVID-19. This work is a requirement of delivering Welsh Government's Test, Trace, Protect service

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 the North Wales Contact Tracing Team the main responsibilities of the role are to;

- Contacting individuals who have come into contact with an individual who has tested positive for COVID-19
- Through the use of appropriate technologies, processes, and procedure's outlined they will need to maintain daily contact with the primary and in some cases secondary contacts to review current health situation and feed this information into the provided electronic systems
- Advise individuals on the steps they should be undertaking as per the scripts provided from Public Health Wales (no clinical assessments will be required)
- Document any conversations and record information on any other potential contacts information on the relevant E system as per the provided systems.
- Escalate any high risks cases or concerns to the Business Support Supervisor

**Position in the Organisation:**

**Reports to: Business Operations Supervisor**

**Staff Supervised: None**

**Financial Resources**

**Level: N/A**

**Indicative Value: £N/A**

**Physical Resources**

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

**Demands within the job:**

<b>Physical Demands:</b>	<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>
<b>Mental Demands:</b>	<p>The post holder must be able to judge situations and make fast decisions.</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 work on a rota basis, providing a service Monday to Sunday between 8am and 8pm</p>
<b>Emotional Demands</b>	<p>The role will entail dealing with potentially distressed, and in some cases angry individuals and telephone contact with people, who through their circumstances or behaviour, may regularly place significant emotional demands on the post holder.</p>

	Compassion and understanding with the ability to evaluate customer needs in distressful situations.
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# **North Wales Contact Tracing Service - Person Specification**

## **1. Education and Training**

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

1.1 Essential

1.1.2 Previous experience in a customer facing role

## **2. Key Competence Requirements**

Job related knowledge Critical for effective performance

2.1 Essential

2.1.1 A high level of competency in the use of a range of ICT systems,

2.1.2 Proficient in the use of Microsoft Office, Word, Excel and Outlook

2.1.3 A sound knowledge of customer needs and the application of legislation in relation to Equalities, Welsh Language, Data Protection and Freedom of Information.

2.1.4 Experience of working in a customer facing role dealing with sensitive issues

2.1.5 Understanding of client confidentiality and data protection regulations

2.1.6 Ability to understand and follow standard operating procedures and scripts

## **Specific skills critical for effective performance**

2.3 Essential

2.3.1 As the post involves direct contact with the public, excellent communication in Welsh and English to a high level is essential

2.3.2 Commitment and enthusiasm to the provision of a high quality customer orientated service.

2.3.3 Strong interpersonal skills and the ability to communicate effectively to foster positive working relationships

2.3.4 The ability to identify, interpret information provided by the customer

2.3.5 The ability to show discretion and empathy to customers at all times.

### **3 Personal Attributes**

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

#### 3.1 Essential

- 3.1.1 Good team working skills which support the development of the project
- 3.1.2 Proven people skills demonstrating the ability to work with a range of people
- 3.1.3 Ability to deal with clients with empathy but assertively when required
- 3.1.4 Non-judgemental approach
- 3.1.5 Positive 'can do' attitude
- 3.1.6 Courteous, tactful with a friendly disposition
- 3.1.7 Act in a way that supports equality and values diversity

#### 3.2 Desirable

##### 3.2.1

### **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.