

North Wales Contact Tracing Service

Job Description

Job Title: Contact Tracer (COVID-19)

Post Number: 70000002499

Grade: G04 £22,911 to £25,295

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 tested positive for COVID-19. This work is a requirement of delivering Welsh Government's Track Trace and Protect 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 the North Wales Contact Tracing Team the main responsibilities of the role are to;

- Contact and interview individuals who have tested positive for COVID-19 through the use of appropriate technologies, processes, procedure and knowledge to obtain as much information about potential contact they have had with other individuals
- Manage a caseload of referrals and undertake the set processes within the set timescales. Work with the Business Support Supervisor in identifying high and low risk cases
- Utilising the scripts provided support, and provide reassurance to individuals in this uncertain time escalating issues as required, and documenting any conversations and potential contacts information on the relevant E system
- Advise individuals on next steps in the process as per the scripts provided from Public Health Wales (no clinical assessments will be required)
- Complete all relevant electronic dataset information that will to calculate the risk of

transmission

- Ensure contact information is available for the team of advisor as soon as possible following the initial interview
- Escalate any high risks cases or concerns to the business manager for consultation with the identified Clinical Lead/ Regional Cell
- Work in partnership with other Council departments and external stakeholders to ensure effective channels of communication

Position in the Organisation:

Reports to: Business Support Supervisor

Staff Supervised: None

Financial Resources

Level: N/A

Indicative Value: £N/A

Physical Resources

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| 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:

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| 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> |
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| | <p>The post holder will work on a rota basis, providing a service Monday to Sunday between 8am and 8pm</p> |
| <p>Mental Demands:</p> | <p>The post holder will be expected to manage high levels of stressful situations when dealing with complex cases. 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 field of activity is a specialised area requiring the ability to interpret information against a set of specific guidelines that must be put into practice consistently and immediately. A detailed knowledge of the specialised scheme of Test, Trace Protect is required with a thorough knowledge of available practices and procedures.</p> <p>The work is complex as it involves direct interaction with individuals who are likely to be vulnerable and concerned with detailed discussion to understand their individual circumstances which will be very different for each and every individual. The information that will be shared will be complex and will require sound judgement to extract the correct and appropriate information that can be analysed to form a judgement on the next steps. Whilst generally this will be over the short term period there will be instances when this will extend to the medium term for planning purposes.</p> <p>The work is mentally demanding due to the need for constant attention throughout the shift period which can be up to a full working day. This work is purely reliant on a telephone conversation to extract the information. Obtaining accurate information is crucial and therefore focussed attention through active listening is a key skill requirement.</p> |
| <p>Emotional Demands</p> | <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> |

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| | <p>Compassion and understanding with the ability to evaluate customer needs in distressful situations.</p> <p>The post holder will be the first point of contact the Authority makes with an individual who may be unwell / suffering with increased anxiety after having tested positive for COVID-19</p> |
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North Wales Contact Tracing - Person Specification

1. Education and Training

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

1.1 Essential

1.1.1 5 GCSE C or above or/and NVQ Level 3 or equivalent

1.1.2 Previous experience in a customer facing role

1.2 Desirable

1.2.1 NVQ Level 3 in Customer Care or equivalent

2. Key Competence Requirements

Job related knowledge Critical for effective performance

2.1 Essential

2.1.1 An excellent working knowledge of Council, UK and Welsh Government policy and statutory guidelines in relation the track and trace project

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

2.1.3 Working knowledge of IT packages to include Microsoft Word, Excel and Outlook

2.1.4 An understanding of services provided by Local Government and other voluntary, statutory and public bodies.

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

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

2.1.7 Understanding of client confidentiality and data protection regulations

2.1.8 Experience of managing and dealing with complaints

Specific skills critical for effective performance

2.3 Essential

2.3.1 As the post involves direct contact with the public, excellent communicate 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 Excellent decision making skills
- 2.3.5 The ability to identify, interpret information provided by the customer
- 2.3.6 The ability to show discretion and empathy to customers at all times.
- 2.3.7 Experience of handling customer enquiries in a sensitive and professional manner
- 2.3.8 Ability to question effectively in order to determine the full details of the potential contacts and ability to make accurate records and identify course of action required

3 Personal Attributes

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

3.1 Essential

- 3.1.1 The post holder will be required to work collaboratively with colleagues in other teams on a local and regional level
- 3.1.2 Good partnership working skills which support the development of the project
- 3.1.3 Proven people skills demonstrating the ability to work with a range of people
- 3.1.4 Ability to deal with clients with empathy but assertively when required
- 3.1.5 Non-judgemental approach
- 3.1.6 Positive 'can do' attitude
- 3.1.7 Courteous, tactful with a friendly disposition
- 3.1.8 Act in a way that supports equality and values diversity

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.