



**Gwasanaeth Olrhain Cysylltiadau Gogledd Cymru**

**North Wales Contact Tracing Service**



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



## Join the Virtual Frontline as part of the North Wales Contact Tracing Service

### **Business Support Supervisors**

£34,788 to £37,849

### **Contact Tracers**

£22,911 to £25,295

### **Contact Advisers**

£18,795 to £19,953

These crucial roles have been developed as part of the Public Health Wales Contact Tracing Service and will allow you to further play your part in defeating the pandemic.

You will be 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. As part of our commitment to developing a bilingual workforce, applications are welcomed from candidates who can demonstrate their ability to work in both English and Welsh as well as those with additional language skills. Welsh language skills are essential for those working with colleagues in Ynys Mon and Gwynedd.

Key features and responsibilities of the roles include:

- Undertaking the initial interview of COVID-19 positive cases and/or contacts by phone
- Identifying and following up with contacts and providing public health advice (where appropriate)
- Ensuring the timely and accurate recording of information from those interviews using systems provided
- Proficient in the use of Microsoft Office, Word and Excel
- Ability to understand and follow standard operating procedures and scripts

We are looking for people who are:

- Enthusiastic, positive & have an approachable manner
- Passionate about exceeding customers' expectations and delivering an outstanding customer experience
- A great communicator, both written and verbal
- Ability to multi-task, prioritise, and manage time effectively

Hours: Flexible including Evening and Weekends. With a choice of either a fixed term contract to 31 March 2021 or flexible ad-hoc shifts, on a 7 day per week rota, which operates between 8am and 8pm. Candidates must be able to commit to at least 12 hours a week for a minimum 12 week period. Successful candidates will be provided with appropriate equipment, training, on-boarding and induction materials.

As part of our commitment to safeguarding, qualifications and references will be verified



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**To find out more or to apply click here**

You can discover more about Test, Trace, Protect at <https://gov.wales/test-trace-protect-html>