

Job Description

POST IDENTIFICATION

Post Title	Contact Tracer – Contact Tracing Service				
Grade	Grade 7	Job Evaluation ID:	2936	Date Evaluated/Reviewed	July 2020
Service Area	Law & Regulation				
Service Team	Contact Tracing Service				
Responsible to	Regulatory Services Manager				
Areas of Responsibility	Click here to enter text (name of teams).				
Number of staff responsible for	None	Political Restricted Role (refer to special conditions section)	No	DBS Required	No
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

As part of the response to the COVID 19 pandemic, to support the Team Manager in delivering a Tracing service and ensure that a high level of Contact Tracing Service is provided to those residents that may have come into contact with COVID 19.

KEY RESULT AREAS

1. Interview individuals who have already been identified as symptomatic and confirmed as having COVID 19
2. Identify from symptomatic and confirmed individuals the residents that they have had contact with and create a contact list to pass to the advisory team to make contact with.
3. Challenge and capture a range of information from the interviewees to enable a decision to be made around whether a person should be traced based on the risk of transmission.
4. Complete the allocated cases alongside reviewing the work activity and ensuring allocated cases for tracers are completed to an accurate and timely manner.
5. Advise individual contacts on next steps for their isolation periods and support, reassure and document conversations on system.
6. Escalate any concerns to the Clinical Lead or Team Manager if required.
7. Record and accurately complete electronic documentation to inform decisions around contacts.
8. Work with initiative and question, analyse and fact find information provided by contacts in order to ascertain where individuals may have had COVID contact.
9. If necessary, carryout the duties of the Contact Advisor in periods of demand for tracing residents

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

ESSENTIAL		DESIRABLE
Qualifications	<ul style="list-style-type: none">Educated to NVQ level 4 or have experience within a environmental or enforcement role or contact tracing environment	<ul style="list-style-type: none">Click here to enter text.

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PERSON SPECIFICATION		
ESSENTIAL		DESIRABLE
	<ul style="list-style-type: none"> Evidence of further professional development 	
Knowledge	<ul style="list-style-type: none"> Knowledge and understanding of the Contact Tracing function or environmental health Knowledge of Local Government Services 	<ul style="list-style-type: none"> Click here to enter text.
Experience	<ul style="list-style-type: none"> Experience in enforcement or interviewing individuals in difficult circumstances Confident and experienced in communicating with staff and residents on complex matters Able to analyse information, write and present reports. Experience in working within a team and supporting wider members. Experience of providing support to managers around policy and procedural creation. 	<ul style="list-style-type: none"> Experience of working in a contact centre, contact tracing service.
Aptitude & Skills	<ul style="list-style-type: none"> Ability to organise and prioritise workload of team and self Ability to communicate ideas and issues effectively to a wide range of individuals. Ability to provide practical and innovative solutions, looking at the 'bigger picture' Ability to meet deadlines and work under pressure, maintaining quality and effectiveness of own performance. Tactful and diplomatic when dealing with difficult situations; able to maintain confidentiality. Capacity to adapt to changing priorities. Flexible approach to work. An understanding of, and the ability to provide, best practice in customer care. Commitment to continuous development of self and others. 	<ul style="list-style-type: none"> Ability to communicate in welsh or a minority ethnic community language.

EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships
Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.

Communicate in a straightforward way. Confidently handle challenging conversations. Encourage and be open to developmental feedback from others

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

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Understand and demonstrate a willingness to promote positively the [Strategic Equality Plan](#) of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements.

Welsh requirements for this post (see [Welsh Language Skills Assessment](#) for skill levels)

Listening /
Speaking Skills

Choose an item.

Writing Skills

Choose an item.

Reading /
Understanding Skills

Choose an item.

Special Conditions

Disclosure & Barring Service Disclosures

Not Applicable

Politically Restricted

Not Applicable

Other (including physical demands and working conditions)

The contact tracing service will operate 7 days a week from 8am-8pm. Post holders must be flexible over the 7 days of service and within the hours of 8am-8pm. Bank holiday working is also required on a rotational basis across the team. Full rotas will be provided in advance for planning, however Tracers should have a flexible approach to circumstance.

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click [here](#)

