

JOB DESCRIPTION

Post Title: Community Testing Officer	Director/Service/Sector: Public Health	Office Use
Grade: Band 3 (£10 p/h)	Workplace: Alnwick, Ashington and Hexham	JE ref:
Responsible to: Team Lead	Date: 22 nd Feb 2021	HRMS ref:

Job Purpose:

Northumberland County Council (NCC) has been selected to undertake rapid testing (Lateral Flow Testing) in response to the Covid-19 pandemic. Rapid testing and tracing of residents is key to stopping the spread of Covid-19 to protect our most vulnerable residents, support safe working arrangements for our key workers, support economic recovery, save lives, and to return to normal life.

Northumberland County Council wants to make a difference and reduce the Covid-19 transmissions in our community. Therefore, a community rapid testing Covid-19 program will launch in Northumberland in February 2021 for an initial period of 12 weeks. This is community asymptomatic testing to help identify and isolate individuals who have Covid-19, but do not have symptoms and may inadvertently spread the virus.

Do you want to help your community return to normality? Do you have great customer service skills and a commitment to helping fight Covid-19?

We are looking for dedicated individuals who want to become the next;

Community Testing Officer

Resources			
	Staff	None	
	Finance	None	
	Physical	Careful use of testing equipment and storage of personal sensitive information	
	Clients	County Council employees	

Duties and key result areas:

The site support element of the role is customer-facing responsible for supporting the customer through the end-to-end testing experience and supporting wider site operations. Working across several positions, key activities include managing social distancing through orderly queuing, supporting customers through registration, providing verbal guidance on the testing process and regular cleaning of the site.

The testing element of the role supports the preparation and analysis of test samples, and the recording of results. Tests are self-administered and results will be passed on to Local Contact Tracers or coordinated with the national program.

The safety of the workforce and residents is the utmost priority for all testing operations; full PPE and strict infection control measures will be in place to ensure a safe working environment at all times.

N.B. This post is a Politically Restricted Post within the meaning of the Local Government and Housing Act 1999.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

Shifts available Monday - Saturday, with the possibility of evening work and Sunday shifts.

Jobholder will be required to work whilst wearing the appropriate PPE.

Queue management will involve some working outdoors.

PERSON SPECIFICATION

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Essential	Desirable	Assess By
Knowledge and Qualifications		
IT literate –digital technology will be used to record test results	General Data Protection Regulations (GDPR)	(a) (i)
Data protection and the need to maintain confidentiality at all times	Infection control	
Experience		
Good numeracy and literacy skills (GCSE Maths and English or equivalent)		(a) (i)
Ability to pass the online training and assessment		(a) (i)
Skills and competencies		

<p>Strong interpersonal skills and the ability to work under pressure in a fast-paced environment</p> <p>High attention to detail and strong time keeping skills</p> <p>Data recording/data entry</p> <p>Ability to follow the strict guidelines and procedures required</p> <p>Experience in a fast-paced, customer-facing environment</p> <p>Ability to give clear and concise instructions</p> <p>Confident, empathetic and understanding communication and engagement with customers and colleagues</p> <p>Demonstrated ability to work flexibly and as part of a team – providing support across different roles where necessary</p>	<p>Experience of working in a clinical setting</p> <p>Experience in understanding and following Standard Operating Procedures</p> <p>Experience of working at events for example in leisure or hospitality</p> <p>Experience of crowd management</p>	<p>(a) (i)</p> <p>(a) (i)</p>
Physical, mental and emotional demands		
		(a) (i)
Other		

Willingness to undertake relevant training: Online training will be expected to be completed prior to commencement of contract		(a)
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits