**JOB DESCRIPTION**

**NEIGHBOURHOODS & REGULATORY SERVICES DEPARTMENT**

**JOB TITLE: SENIOR COVID-19 CASE CONTACT AND SUPPORT OFFICER**

**DIVISION: PUBLIC PROTECTION**

**GRADE: BAND 10**

**RESPONSIBLE TO: LOCAL TRACING PARTNERSHIP MANAGER**

**POST REFERENCE: 107712**

**Purpose of Post**

* Line supervision of Case Contact Officers who are taking/making calls to people impacted by COVID-19, people who have COVID-19 specific enquiries and people who are identified as COVID-19 positive cases.
* Supervise the operational procedures of daily cases of COVID-19 to ensure delivery of the required service response, rotas and staffing requirement to meet service demands, accurate record keeping and compliance with legal requirements.
* Supervise and maintain records to be able to report performance and compliance.

**Key Relationships**

* To work with Public Health England, other Local Authorities, NHS colleagues, and the Co-ordination and Response Centre.
* To work with COVID-19 positve cases, close contacts of cases, local businesses and groups.
* To work with partner organisations.
* To establish and maintain relationships with relavent agancies.

**Main Duties and Responsibilities**

* Supervision of Case Contact Officers who are taking/making calls to people impacted by COVID-19, people who have COVID-19 specific enquiries and people who are identified as COVID-19 positive cases.
* Supervision of Case Contact Officers, responsibility for their wellbeing, ensuring that they have appropriate equipment for their own and service needs. Implement shift rotas and working patterns to support staff needs / capacity / ongoing training provision.
* Lead briefings and team meetings as appropriate and maintain contact with Case Contact Officers throughout day to ensure they are supported.
* Support the ongoing training (mandatory and voluntary) and professional development of Case Contact Officers.
* Support the Public Protection Officers and others to implement quality assurance.
* Lead and support the Case Contact staff in the effective delivery of multiple service elements.
* Supervise operational procedures to enable the Case Contact Service to be delivered effectively in line with Standard Operating Procedures (SOPs) and to meet deadlines.
* Ensure all information and procedures are available and accessible by Case Contact Officers.
* As operational SPOC (Single Point of Contact) within the staff team, receive data from the relevant data management system (e.g. CTAS or ITS) and manage allocation of caseloads and completion to/by staff team.
* Supervise inboxes, triage enquiries, allocate enquiries to Case Officers and sign off and process responses to client or for onward referral.
* Oversee data management processes to ensure all relevant case information (CTAS/APP etc) are up to date and hand over procedures are followed for transition to Senior/SPOC for next shift/day.
* Act as first point of escalation for complex cases and enquiries, support Case Contact Officers to fully understand needs and identify appropriate support, including individual/family needs around self-isolation.
* Act as first point of escalation, identify cases and enquiries that need onward referral/escalation to Public Protection/Outbreak Management Team, other contact tracing and specialist services.
* When required, to work as part of the team, personally taking / making calls to people impacted by COVID-19, people who have COVID-19 specific enquiries and people who are identified as COVID-19 positive cases.
* Keep up to date with emerging legislation, guidance and national/local changes.
* To provide oversight for induction, training and mentoring for any new Case Contact Officers.
* Contribute to Policy Development in realtion to the Local Tracing Partnership and other work relating to COVID-19.
* To take personal responsibility for new contact tracing pilots that the local tracing partnership undertake and to develop new policies in relation to new pilots.
* To assist in the planning, research and implementation of ~~s~~urveys and projects and the reporting of such.
* To assist in the development and implementation of educational advisory and promotional activities.
* To assist and contribute to the aims, targets and objectives of the Division.
* To establish and develop effective working relationships with other Council services and outside organisiations.
* To provide detailed reports, statistics and maintain records and information for the completion of relevant monitoring returns.
* To carry out related administrative work.
* Operational oversight of IT, data recording and media systems including Microsoft Word, Excel, Powerpoint CTAS/ITS and APP.
* Take part in training and personal development relevant to the role and own professional development.
* Take responsibility for your own time management and administration duties.
* To carry out any other duties reasonably expected of the post and which might reasonably be required or allocated by more senior staff.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 16th July 2021

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**