**JOB DESCRIPTION**

**NEIGHBOURHOODS & REGULATORY SERVICES DEPARTMENT**

**JOB TITLE: COVID-19 CONTACT TRACER AND SUPPORT OFFICER**

**DIVISION: PUBLIC PROTECTION**

**GRADE: BAND 7**

**RESPONSIBLE TO: LOCAL TRACING PARTNERSHIP MANAGER**

**POST REFERENCE: 107758**

**Purpose of Post**

* Conduct telephone interviews with individuals who have received a positive COVID-19 test result, to ascertain contact information
* Contact individuals who have been identified as close contacts of positive cases and help provide self isolation support advice and guidance
* Develop plans in relation to future COVID-19 contact tracing pilots
* Develop COVID-19 guidance for Local Businesses
* Provide support in the delivery of COVID-19 regulation
* Contribute to the overall delivery of the Public Protection Service

**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.

**Main Duties and Responsibilities**

* Conduct telephone interviews with individuals who have received a positive COVID-19 test result, to ascertain contact information. Ensuring that data and information is entered accurately into the system and that patient data is safeguarded and handled in line with appropriate regulations
* The appointed officer must be quick thinking and have the ability to tailor the telephone interview to each individual case. The officer must have good conversational skills in order to engage the case and extract the required information.
* Identify individuals who may be at risk of COVID-19 and therefore require a test as a result of close contact with an individual with COVID-19​
* Provide follow-up to individuals who have been identified as contacts of confirmed cases of COVID-19, in line with local protocols.
* Provide advice on additional local support available to individuals you contact as part of the role, to enable them to self-isolate at home.
* Escalate and refer any challenging or complex cases, incidents, outbreaks and queries or complaints to their Senior Officer.
* To provide support and assistance to the officers delivering of COVID-19 regulations.

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: October 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.**