# **PERSON SPECIFICATION: COVID- 19 Contact Tracer and Support Officer POST REFERENCE: 107758**

**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.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | * Good numeracy and literacy skills (GCSE Maths and English or equivalent (F) (I) * Ability to pass the relevant online training and assessment (F) (I) | * Experience of working with administrative professionals in giving assistance and advice on the collection, interpretation and use of information. (F) (I) |
| * **Work or other relevant experience** | * Ability to engage confidently using various means including telephone, SMS, email and written correspondence. (F) (I) * PC literate/keyboard skills – and experience of Microsoft Word, Excel, Teams. (F) (I) | * Experience of working in a high volume environment e.g. call centre (F) (I) * Understanding of Safeguarding. (F) (I) * Experience of developing plans and guidance. (F) (I) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * **Skills, abilities, knowledge and competencies** | * Knowledge and awareness of Data Protection and the need to maintain confidentiality at all times, including the General Data Protection Regulations (GDPR) (F) (I) * Strong interpersonal skills with a particular focus on negotiation skills to facilitate the ability to retrieve sensitive information (F) (I) * High attention to detail and strong time keeping skills (F) (I) * Ability to follow the strict guidelines and procedures required (F) (I) * Ability to deal with difficult people (F) (I) * Good conversational skills in order to engage cases in a conversation and be able to extract and record the required information from the conversation (F) (I) | tieodeo   * The ability to work under pressure in a fast-paced environment​ (F) (I) * Experience of working with confidential patient data (F) (I) * Demonstrates ability to work flexibly and as part of a team (F) (I) | |
| * + **General competencies** | * Willing to undertake relevant training (I) * Demonstrate an ability to: * Remain objective under pressure; * Work effectively under pressure; and   - Maintain a professional approach in all circumstances. (F) (I)   * Capable of working under own initiative, in a reasonable manner, and to agreed deadlines. * A high level of accuracy, optimum presentation of information and attention to detail. | * To demonstrate an ability to deal with cases in an assertive manner (F) (I) * Ability to deal with the emotion demands of the role – you may be speaking with people who are very ill and/ or have lost close family members during pandemic (F) (I) | |
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**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| * Corporate Induction * Equality and Diversity * Cyber Security Training * Information Governance/GDPR * Sector specific training e.g. Mandatory NHS training necessary to access the Contact Tracing Systems | * Upon appointment * Upon appointment * Upon appointment * Annually * Ongoing |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.