



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: COVID Response Project Officer	Role Profile Number: CEN94
Grade: N Salary:	Date Prepared: 10.12.2020
Directorate/Group: Adults, Health and Housing	Reporting to: Operations Manager
Structure Chart attached:	No

Job Purpose

This post holder will work as part of the Public Health Team in support of our Covid 19 response work. The purpose of this role is to deliver programmes of work which are nationally or locally developed to reduce the spread of Covid 19 and protect local residents. The role holder will provide public health advice to colleagues and residents to support local tracing programme and other Covid Response activity. They will be responsible for managing a caseload, undertaking telephone interviews/assessments of COVID-19 cases and reporting outcomes. The post holder will need to maintain records and liaise with local and national colleagues as the situation evolves. The post holder will also need to support the development and delivery of any new projects that are deemed necessary to reduce the prevalence of COVID 19 in Swindon.

Key Accountabilities

Case Management

- Undertake case interviews of COVID-19 cases identified for contact tracing in line with the contact tracing and management protocol and further protocols or guidance as indicated
- Escalate and refer challenging or complex cases or incidents and outbreaks of COVID-19 to the Project Manager.
- Provide accurate advice to cases and their contacts as directed by protocols and procedures.
- Carryout a variety of activities providing reassurance, information and advice; escalating concern as necessary
- Seek ways to best support residents to continue to self-isolate when informed to do so
- Provide customer focused specialist advice with the help of the programme lead regarding COVID -19 regulations and guidance
- Modify and adapt methods of communication to account for the differing needs of contacts especially in stressful and difficult situations, or where English isn't their first language and ensure polite, efficient and appropriate communications exist at all times

Record Keeping

- Responsible for the timely and accurate recording of information from those interviews using systems provided
- Maintain accurate, up to date records of contacts/action by completion of relevant records and compliance with team handover procedures, in line with PHE operational guidance and procedures.
- Contribute to the maintenance of effective systems for the surveillance of COVID-19 through providing accurate data and information.
- Maintain confidential records as directed in accordance with SBC and PHE procedures and legal requirements, including Data Security and Clinical and Information Governance Guidelines
- Maintain the data for statistical analysis of all COVID – 19 cases as required by Project Manager, Service Lead and Director of Public Health and Corporate Management Team

Ongoing Development

- Undertake and participate in any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training
- Contribute to any necessary ongoing development of current protocols, guidance and standard operating procedures as appropriate. Be responsible for making contact with positive COVID 19 cases through phone calls, text messages, emails and doorstep visits
- Work across the Public Health team to help stop the continued spread of the virus
- Manage the development of new projects and activities that contribute to our COVID 19 Response work.
- Supervise, support and mentor other team members in the delivery of projects and activity.

Supplementary Accountabilities

- Play an active role within the Public Health team including regular attendance of team meetings, PH Directorate meetings and contributing to the overall business plan
- Assist the line manager to effectively promote service in line with National and Local guidelines
- Support the operation of the Live Well Resilience Hub within the skills, knowledge and experience of the job holder, as directed by the line manager
- Assist the Community Engagement and Response Team

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Excellent customer service skills
- Strong and effective communication skills
- Good organisation skills
- Experience of managing projects
- An interest in work currently being undertaken locally and nationally to prevent the spread of Covid

- Good understanding of the key messages and the advice/guidance and law associated with COVID 19
- Experience of autonomous working with minimum supervision
- Experience of strong team work
- Computer literate

Qualifications

- Educated to degree level or substantial practical experience and on the job training

Decision Making

- Flexible approach to working patterns and hours to meet service needs and client expectations
- Understanding of escalation protocols and when to use them
- Safeguarding decisions - risk of harm or welfare concerns
- Viability of new projects
- Prioritising and managing a changing workload with competing pressure on individuals/teams time
- Decide if there is a need for translation/further communication support

Creativity and Innovation

- Using and sharing insight across the team
- Transfer developed ideas into project scopes and delivery
- New ways to support residents
- Reporting outcomes in an informative and imaginative way
- Ability to communicate detail into something more manageable to residents without diluting the message

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Supervision/mentoring of peers</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Casework/calls • Welfare visits • Administrative tasks 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Ability and motivation to solve problems and the ability to build confidence with clients
- Establish excellent rapport and build trust with residents by advising and guiding
- Readiness to acquire new knowledge and understanding; working with others to share good practice and skills
- Empathy and understanding towards people, without judgment
- Knowledge of the local area and of networks and local community organisations, including those offering health and wellbeing support in Swindon
- Ability to work with a diverse range of individuals and groups
- Strong team work and collaboration principles
- Negotiation and persuasion skills
- Dealing with stressful/sad circumstances surrounding COVID 19

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

A flexible approach to working which is likely to be office based and will include some evening and weekend working.

Dealing with stressful situations and issues associated with the pandemic

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	