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| Job Profile for Deputy Duty Coordinator | | Newham Council pink ribbon Logo |
| Job Title: Deputy Duty Coordinator | Service Area: Public Health | |
| Directorate: Adults & Health | Job Number: 5664 | |
| Grade: P02 | Date of evaluation: January 2021 | |
| Accountable to: Kerry Wood | **Duty Coordinator** | |
| People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team. Equality and diversity | | |
| We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work. | | |
| Protecting our staff and services | | |
| Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately. Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017. | | |

# Overall Purpose of Job

The London Borough of Newham has a new responsibility to support the national Test and Trace service by helping contact Newham residents who are COVID-19 cases or ‘contacts’ of cases. The council also needs to offer support to vulnerable people and households identified through Test and Trace who are needing to self-isolate.

The national NHS Test and Trace service will contact those who are either a confirmed case of COVID-19 or are suspected of having been in close proximity to someone who has been infected. In some cases, the individual cannot be contacted e.g. they might have incorrect contact details, the person is unavailable, the person is reluctant to answer a call from an unknown number or other reasons. Where contact has not been made by the national team, the responsibility for locating the individual is now to be passed to LBN’s Local Contact Tracing Team. The team will be part of the Newham’s Public Health service.

The post holder will support the Duty Coordinator of this team of contact tracers with their day to day delivery activities, including collating and referring issues that require escalation and complex cases relating to cases or ‘contacts’ of cases, as well as all positive cases who receive a welfare check by way of the telephone.

This is a really important opportunity to strengthen the support we provide to our residents and also promote wider public health messages.

# Principal Accountabilities and Responsibilities:

## To act as deputy for the duty Coordinator for the LBN team of contact tracers

* + Oversee the rota, ensuring that the service is available 7 days a week between the hours of **11am and 7pm.**
  + Assigns work and oversees the delivery of work by contact tracers.
  + Ensures completion of case interviews and contact follow-up according to established standards. Reviews work for missing information, inconsistencies, or areas that need further exploration and directs staff follow-up to seek clarification and obtain additional information.
  + Carryout briefing/de-briefing of incoming and outgoing shift staff – including timely handovers.

## Escalate complex issues with cases or contacts

* Address complex issues with cases or contacts that have been escalated by contact tracing staff in the team
* Escalate complex issues to Duty Coordinator &/or Newham’s Environmental health Lead for Contact Tracing.
* Raise any safeguarding concerns with Environmental Health Lead for contact tracing and following safeguarding processes to ensure the right support is being provided to residents.

## Act as a point of liaison for operational tasks including:

* Communicating with the Duty Coordinator for contact tracing problems which may arise or changes that might be needed to the case management system to ensure it is meeting possible changes to the service
* Communicating any noticeable changes in cases numbers to the Duty Coordinator &/or Environmental Health Lead and work with them to assist Bank staff joining the core team as demand requires (i.e. cases increase).
* To work flexibly alongside the Duty Coordinator / Environmental Health Lead and the Newham Public Health Team as needed with the delivery of this programme.
* To work with the Council’s emergency response structure (BECC, Silver etc) when required to help support the delivery of the Council’s response to the pandemic.

## Equality and Diversity

* Understand and promote our Equality and Diversity policy in the course of your work.

## Confidentiality

* Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles. Adhere to and operate within PHE provided data governance protocols and operational arrangements.

## About the role

We are looking for 1 FTE Deputy Duty Coordinator (initially 3 months secondment with possibility for extension) for our Core Team of contact tracers, and where necessary to oversee staff who are brought in from the Emergency Bank Team, depending on the level of demand (the number of COVID-19 cases in Newham).

## Working Hours

Whilst you will be responsible for monitoring the rota, the work will be undertaken on a rota system, working in teams/and individually with shifts anticipated to be no more than 3-4 hours a time, up to 7 days a week. Shifts are likely to start at **11am** and could finish anytime up to **7pm**. The Council are willing to be flexible with working patterns on the basis that there is consistent cover each day by a Deputy / Duty Co-ordinator to ensure continuity of delivery.

## Training

This role will be subject to a 2 day training programme (accessed remotely, therefore access to a computer is essential - which could be provided, if not already available). This is a compulsory part of the role (and the post holder must be able to pass the training to be able to undertake this role).

## Travel

The majority of work is carried out on the telephone. There is a requirement for the majority of the team members to be able to travel around Newham. Expenses connected to travel will be reimbursed.

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| Personal Specification | | Newham Council Logo |
| **Job Title:**  Deputy Duty Coordinator | **Service Area:**  Public Health | | |
| **Directorate:**  Adults & Health | **Job Number: 5664** | | |
| **Grade: PO2** | **Date of evaluation: January 2021** | | |
| **Accountable to:** | **Duty Co-ordinator** | | |

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| IMPORTANT INFORMATION FOR APPLICANTS |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible. |

| **CRITERIA** | **METHOD OF ASSESSMENT** |
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| QUALIFICATIONS AND SKILLS  * Ideally, the candidate(s) should have public health protection experience or allied field. * Relevant degree or equivalent experience which may be work based * Ability to work in a customer led environment.  KNOWLEDGE AND RELEVANT EXPERIENCE  * Engaging with vulnerable persons (essential) * Dealing with varied health and regulatory matters (desirable) * Keeping people safe, as well as safeguarding issues (essential) * Comfortable with conducting doorstep interviews (in line with infection control practice) (essential) * Handling difficult situations with sensitivity, care and consideration (essential) * Be able to handle confidential data appropriately (essential) * Be able to work in a confidential setting (essential) * We are keen to ensure that our team can also offer a range of language capabilities in addition to English - please let us know if you are fluent in any other languages (desirable)  ORGANISATIONAL SKILLS  * Previous experience working with / helping to organise a team * Are able to use IT systems as needed (essential) * Ability to problem solve whilst working in an unpredictable environment, often under pressure and to tight timescales (essential) * Ability to organise time and workload effectively (essential) * Knowledge of the statutory and corporate complaints process and associated legislation and policies. (desirable) * Compiling statutory and other written responses to exacting quality and accuracy requirements (desirable) * Producing information reports and presenting them to the Duty Coordinator (desirable) * Undertaking projects and delivering the objectives within deadline (essential) * Experience of preparing rotas for work scheduling  SKILLS AND ABILITIES  * Using resources effectively to achieve business priorities (desirable) * Assist and support staff to achieve a specific objective (essential) * Make line decisions as delegated by duty Coordinator effectively (essential) * Sound analytical skills (essential) * Communicate extremely clearly and effectively including a good telephone manner Personable and able to manage communication at all levels (essential) * Manage competing priorities and meet deadlines (essential) | Application form/Interview |
| SPECIAL REQUIREMENTS  * The post is subject to a basic DBS check * Willingness and ability to work a shift pattern to maintain service delivery. | Satisfactory clearance at conditional offer stage  Application Form/Interview |