# **PERSON SPECIFICATION: Senior COVID-19 Case Contact and Support Officer POST REFERENCE: 107712**

**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 online training and assessment. (F) (I) * Diploma (Health or Science Related) or demonstrable equivalent experience or qualifications – for example:   + Current registration with an appropriate health or science related professional body   + Professional Health or Public Health qualification and registration e.g. Specialist Community Public Health (SCPHN) part of the NMC Register or UK PH Register for practitioners, membership of the Chartered Institute of Environmental Health   + Professional Status regulated by code of practice (i.e. Allied Health Professional, Environmental Health Officer, Police, Education, PCSO (F) (I) | * Public Health or Health Protection Qualification (F) (I) |
| * **Work or other relevant experience** | * Line management experience including ability to motivate and lead a team and support professional development of team and individuals. (F) (I) * Accurate data management and information recording skills and experience of service delivery, giving feedback to staff and implementing operational change (F) (I) * Ability to engage confidently using various means including telephone, SMS, email and written correspondence. (F) (I) * Ability to deliver operating procedures, guidelines and procedures. (F) (I) * PC literate/keyboard skills – and experience of Microsoft Word, Excel, Teams. (F) (I) | * Experience of working within the national and local guidance and measures that have been in place in recent months. (F) (I) * Understanding of Safeguarding. (F) (I) * Experience working in a high volume environment e.g. call centre (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 COVID-19 pandemic. (F) (I) * Good understanding of the wider determinants of health, health inequalities and the impact of these upon people’s behaviours and choices. (F) (I) * Ability to prioritise own and team workloads to support staff team so as to enable demand and often competing deadlines can be met. (F) (I) * Ability to deal with difficult people (F) (I) * Good knowledge and understanding of Information Governance and Data Protection e.g. General Data Protection Regulations (GDPR) and the need to maintain confidentiality at all times. (F) (I) * Strong interpersonal skills with a particular focus on listening, negotiation, good decision making and supportive skills to supervise the Case Contact Officers. (F) (I) * Demonstrates ability to work flexibly and as part of a team. (F) (I) * Willing to undertake relevant training. (F) (I) | tieodeo   * Good understanding of infection control (I) | |
| * + **General competencies** | * Demonstrate an ability to: * Remain objective under pressure; * Work effectively under pressure; and   - Maintain a professional approach in all circumstances.  (F) (I) | * To demonstrate an ability to deal with cases in an assertive manner (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.