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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **JOB TITLE: COVID Support Officer** |
| **Grade: Grade I**  |
| **REPORTING TO: Team Leader** |
| **1.** | **JOB SUMMARY:** The COVID Support Officers will play an important part in assisting Stockton Borough Council to help control the virus and protect the public. You will be required to work flexibly across a range of duties to support the Council’s response to covid and may be deployed into different teams as required. The main aspects of the role will include engaging with the public and businesses in order to offer support and advice around measures introduced to help prevent the spread of the coronavirus in Stockton on Tees, supporting the local and national testing and vaccination programme as required including preparing test samples for analysis and interpreting results, and supporting the Council’s contact tracing team.  |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1 | To engage with the public and local business owners in a positive way to promote measures designed to reduce the risk and spread of Covid-19 as directed. |
|  | 2 | Preparing samples for analysis, ensure the sample analysis is timed correctly and read the results. |
|  | 3 | Recording of test results on the digital platform and associated administration. |
|  | 4 | Contacting members of the public who have tested positive to identify close contacts and advise on isolation, including follow ups if required. |
|  | 5 | Answering queries from the public and other parties.  |
|  | 6 | Signposting members of the public to local support for those who may need to isolate or shield.  |
|  | 7 | Escalating cases to a Public Health Specialist if required.  |
|  | 8 | Supporting and being a point of contact for other members of the team, supervising and directing when a small team working in the community as required. |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |
|  | Name: | Signature: | Date |
| Job Description written by: (Manager) | Marc Stephenson |  |  |
| Job Description agreed by: (Post holder) | ….................………… | ….................……… | ….............. |

**Job Description dated February 2021**



**PERSON SPECIFICATION**

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| Job Title/Grade | **COVID Support Officer** | I |
| Directorate / Service Area | **Community Services & Transport**  | Community Protection  |
| Post Ref:  |  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | Good standard of education.A commitment to undertake any required training and development in line with the role. |  | Application form |
| Experience | Experience of working in a customer focused or operational service environment. | Interest in supporting our response to Covid-19 | Application / Interview |
| Skills | Ability to operate effectively and with maturity in challenging situations.Ability to work effectively as part of a team, or individually for extended periods of time.Willingness and ability, to receive and benefit from on-going personal development and training commensurate with the role. Computer skills and/or the ability to use systems for report writing, Internet research, emails, calendar and other data logging purposes. |  | Application/ Interview |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture Statement.Conduct themselves with the upmost professionalism, often in challenging and difficult circumstances. | Should be flexible to work additional hours to cover sickness, holidays and major events or incidents. | Application / Interview |
| Other requirements | Must be able to work within a shift system as per job description.Must submit to necessary vetting and record checks and pass, in line with accreditation and licencing requirements. To support the training and development of new members of staff, where reasonable in the circumstance. |  |  |

**Person Specification dated February 2021**