

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Contact Tracer
Immediate Senior Officer/ Line Manager	Team Leader
Department	National Contact Tracing Centre
SBU	Strategy, Performance and Service Transformation
Location	Home-based
CAJE Reference	

2. JOB PURPOSE

The postholder is responsible for providing the first point of contact with people diagnosed with COVID-19 and their contacts, undertaking interviews by phone and accurately capturing all relevant data on the Contact Case Management System.

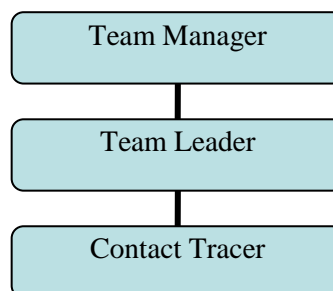
The postholder will adhere to standard protocols and follow set scripts during the calls, to inform contacts about the importance of isolation, what to do if symptoms are present or develop and to respond to queries, referring these to the Team Leader, where appropriate.

3. DIMENSIONS

The postholder will participate in one of several teams of Contact Tracers working across Scotland to provide the first point of communication with COVID-19 cases and their contacts.

The postholder will deal with calls throughout the day in order to trace all contacts of designated COVID-19 cases, using the Contact Case Management System.

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

The overarching goal of the Contact Tracing service is to break the chain of transmission between individuals by contacting people at risk of transmission. The service is delivered in a two tier approach:

Tier one of the Contact Tracing service comprises team managers, contact tracing team leaders and contact tracers and is responsible for contacting as many cases of COVID-19 as possible, informing them about self-isolating, gathering information on their contacts, and advising those contacts of their suitable isolation period. Over time, the service may also have a role in monitoring that isolation through automated messaging, or through phone calls.

The overall goal of Tier two is to use the information generated by Tier one to put in place broader measures beyond isolation to interrupt transmission in local areas. Tier two, which comprises public health consultants, health protection specialists, data officers and administrative assistants, is also the escalation point from Tier one for cases that are complex, or have wider implications.

6. KEY RESULT AREAS

1. Undertake interviews of COVID-19 cases and perform an initial public health risk assessment of cases identified for contacts tracing in line with call scripts and operating procedures and capturing all information through the Contact Case Management System.
2. Undertake interviews with contacts of cases of COVID-19 in line with standard call scripts and operating procedures.
3. Ensure timely and accurate recording of information from interviews on the Contact Case Management System and other systems, as required.
4. Provide advice to COVID-19 cases and contacts as directed by protocols/procedures/guidance including details about isolation period and what to do if contacts have or develop symptoms of COVID-19.
5. Escalate and refer challenging or complex cases or incidents and outbreaks of COVID-19 to the Team Leader.
6. Interpret information obtained from contacts and derived through the Contact Case Management System in an effective manner to recommend an appropriate course of action to address queries or escalate to the Team Leader, guided by operating procedures and protocols.
7. Ensure that all documentation is complete and filed according to the records management process at the end of each shift.
8. Ensure compliance with team handover procedures, in line with standard operating procedures.
9. Participate in training necessary to fully carry out the duties of the role, including mandatory updates and refresher training.
10. Contribute to any necessary ongoing development of current protocols, guidance and standard operating procedures.
11. Contribute to the maintenance of effective systems for surveillance of COVID-19 by ensuring that data and information is entered accurately.
12. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Caldicott Guardianship principles. Adhere to and operate within PHS Information Governance protocols and operational arrangements.

7. ASSIGNMENT AND REVIEW OF WORK

The postholder will follow established protocols, policies and procedures for all contact tracing functions

and activities.

Work relating to the initial contact with COVID-19 cases is assigned through the Team Leader but also arises from the requirement to interview contacts identified from these cases. The postholder will work as part of a team of contact tracers and maintain daily contact with their Team Leader. They will be expected to plan and prioritise their daily workload and decide when a complex or problematic call should be referred to their Team Leader.

The postholder will agree their objectives and personal development plan with the Team Leader and will participate in a mid-year and annual performance review meeting in line with the PHS Performance Review/Appraisal process.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The postholder will require strong, effective communication skills, including an excellent telephone manner, ensuring polite, efficient and appropriate communications exist at all times.

Good interpersonal skills are required to build rapport with people who are COVID-19 cases and their contacts and to handle situations sensitively when, for example, they may be distressed or reluctant to engage in conversation.

The postholder will be able to (and be able to recognise the need to), modify and adapt methods of communication to account for the differing needs of contacts, especially in stressful and difficult situations and ensure polite, efficient and appropriate communications exist at all times.

The postholder will receive and deliver sensitive and confidential information and must adhere to PHS Information Governance and Data Protection legislative requirements in all communications with the public.

The postholder will communicate with a wide range of individuals, clinical and non-clinical within PHS and the Tier 2 Teams in the NHS Health Boards. These will include other Contact Tracers within their team, their Team Leader, Service Manager, Clinical Leads, Health Protection Specialists, Data Managers and other PHS employees.

9. MOST CHALLENGING PART OF THE JOB

Being able to apply appropriate questioning skills to extract accurate information from people with COVID-19 and their contacts, who may be in an agitated or anxious state or have communication difficulties.

Delivering an effective contact tracing service whilst often working under pressure and to tight timescales.

10. SYSTEMS

The postholder is responsible for the timely and accurate recording of information using systems provided, such as;

- Contact Case Management system
- Microsoft Office Suite - Word, Excel etc
- DHI Dashboard
- Information Communication Technology such as telephony, Teams, email
- PHS portal - use as a means of accessing information, administration and management of Communities to publish and disseminate information
- Information Management System

11. WORKING ENVIRONMENT AND EFFORT

Physical Effort

The postholder is required to sit at a workstation and wear a headset for the majority of time, dealing with calls and recording data.

Good keyboard skills are required with the ability to input accurate data whilst listening and communicating with the COVID-19 case or contact, using audio and typing skills.

Mental Effort

Concentration is required:

- During calls with COVID-19 cases and their contacts to ensure that all relevant questions are asked in line with the set script and that details provided are recorded accurately on the Contact Case Management system in line with standard operating procedures.
- When responding to queries or concerns raised during the call
- In order to recognise complex or challenging cases that should be referred to the Team Leader.

The postholder will deal with frequent interruptions throughout the day via phone calls, emails etc from, people who are COVID-19 cases or their contacts, from staff and managers requesting advice or assistance, etc, which may require the need to alternate from task to task depending on nature and importance.

Emotional Effort

The postholder may be required to deal with people who are anxious or distressed over their circumstances or reluctant to engage in conversation and the postholder will need to handle such situations sensitively and tactfully.

12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

The postholder works remotely from home and is required to use VDU equipment and wear a headset throughout the day.

13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

Qualifications

- Educated to National 5 level or equivalent.

Knowledge and Skills

- Effective communication skills including an excellent telephone manner.
- Proficient in the use of Microsoft Office Word and Excel.
- Proficient in the use of electronic systems, databases or other information systems forms.
- Ability to understand and follow standard operating procedures and scripts.
- Ability to interpret information in an effective manner to recommend an appropriate course of action and address issues or escalate these to the Team Leader.
- Ability to show understanding to individuals who may be distressed by their situation and to assist where possible in identifying solutions to issues or concerns raised, or to know when to escalate to

the Team Leader.

- Ability to work on own initiative and prioritise daily workload.
- Awareness of and ability to follow PHS information governance policies and procedures and Data Protection legislation.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

Postholder Signature:

Date:

Postholder Print:

Manager Signature:

Date:

Manager Print:

Manager Title: