



Eileanan Siar
Western Isles

Covid 19 Contact Tracer

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Job Advert



Covid-19 Contact Tracer/Call Handler

NHS Western Isles (Lewis & Uist)

Band 5 £26,104 - £32,915 (pro rata)

Plus Distant Islands Allowance of £1,117 (pro rata)

Fixed Term Contract till March 2022

NHS Western Isles is looking to employ a number of Contact Tracer/Call Handlers who will form part of a team who will normally provide the first point of contact of cases of Covid-19 (i.e the people who have just received a positive lab result). They will deal with calls to Covid-19 cases, ensuring that all information is recorded accurately on the Case Management System and escalated where required. They will also be required to deal with calls from members of the public through the local Covid -19 Helpline . Full training will be provided.

The post holder must be educated to degree level, effective communication, interpersonal skills with an excellent telephone manner. Relevant IT skills are also required, including the ability to use Microsoft Office, internet, and e-mail. There is a requirement to maintain databases for the recording and analysis of data.

The successful applicant will be required to register with the PVG (Protecting Vulnerable Groups) Scheme. This post is not eligible for relocation expenses.

For further information or an informal discussion on the post, please contact Norma Macleod on norma.macleod1@nhs.scot.

1. JOB IDENTIFICATION

Job Title: Covid-19 Contact Tracing Practitioner

Responsible to (insert job title): COVID-19 Response Centre Team Leader

Department(s): NHS WI Public Health Division

Location: Health Board Premises

2. JOB PURPOSE

The postholder will undertake contact tracing and telephone management of cases and contacts for the National Contact Tracing Centre, which may be complex and require additional investigation. They will also provide a first point of contact for telephone and email enquiries from the general public and professionals about COVID-19. Working to Public Health Scotland protocols and guidance, the postholder will be responsible for completing telephone interviews of COVID-19 cases and their contacts, seeking information to support further investigation of possible sources of infection, providing advice on self-isolation or quarantine; infection control advice and signposting those called to testing or support services as appropriate. The postholder will be required to determine where the case should be escalated to the Health Protection Specialist, as appropriate.

3. DIMENSIONS

The postholder will form part of a team of Contact tracers who will normally provide the first point of contact of cases of COVID-19 (i.e. the people who have just received a positive lab result)

The postholder will work in collaboration with Health Board Health Protection Contact Tracers working across Scotland undertaking contact tracing activities of COVID-19 cases which are more complex in nature. The Contact Tracer will provide additional support to cluster investigations when cases are assigned by the Contact Tracing Team Manager.

The postholder will deal with calls throughout the day with COVID-19 cases and their contacts, ensuring that all information is recorded accurately on the Case Management System and on HPZone as appropriate, and escalated where required. The postholder will also identify where there are clusters or patterns of COVID 19.

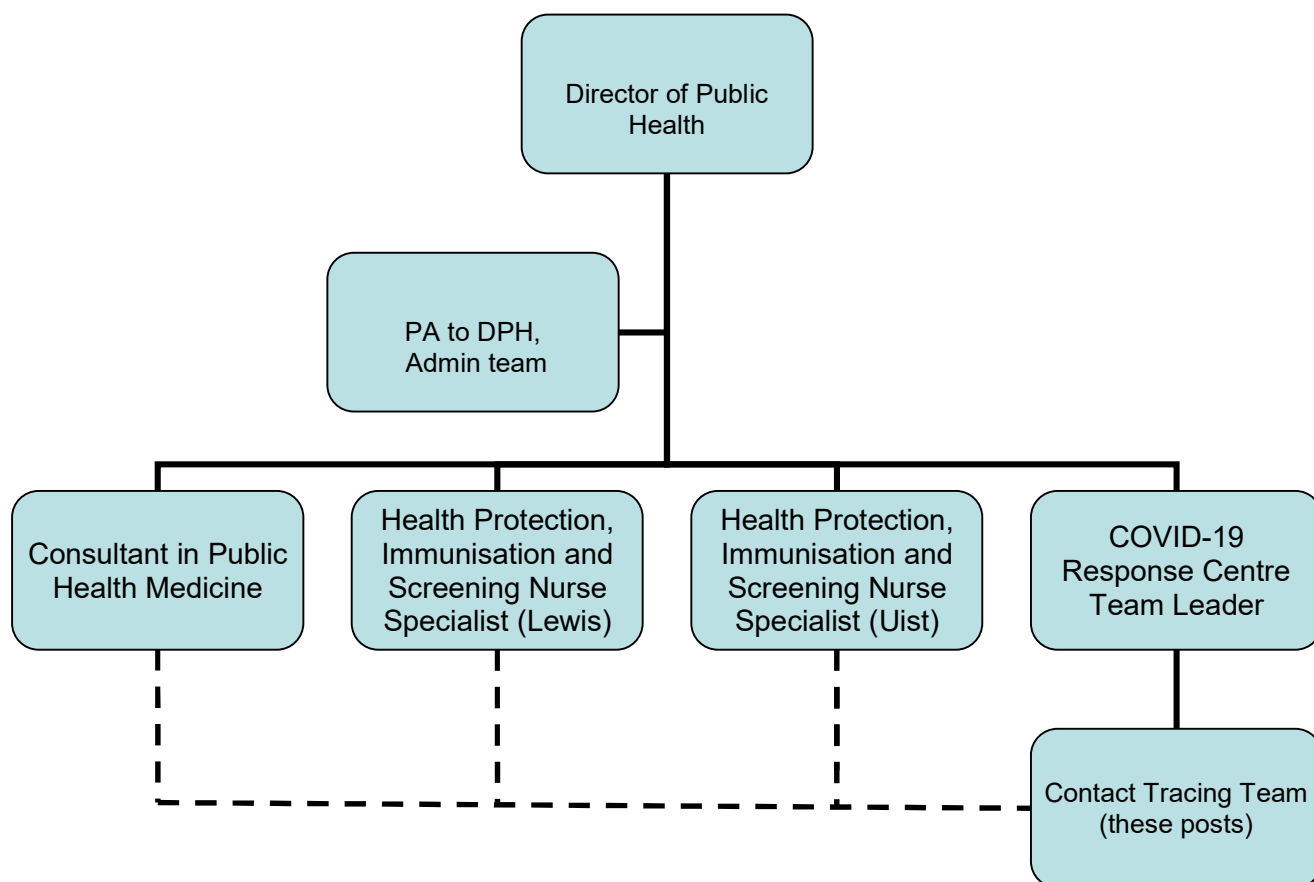
The postholder also contributes to improvement activities that enhance and develop the contact tracing service.

The postholder will support the local COVID-19 call centre answering calls/emails and responding to members of the public on COVID-19 related issues and processing test requests. They will escalate professional queries to the Health Protection specialist team.

This post may involve work out of office hours, in the evening and at weekends and public holidays.



4. ORGANISATIONAL POSITION

Reporting to the COVID-19 response centre Team Leader with a professional link to the Health Protection team.



5. KEY RESULT AREAS

1. Undertake case interviews and perform an initial public health risk assessment of COVID-19 cases identified for contact tracing in line with the contact tracing and management protocols and further protocols or guidance as provided, capturing all the information through the Contact Case Management System.

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2. Undertake interviews with contacts of COVID-19 cases in line with contact tracing protocols and guidance.
 3. Provide advice to COVID-19 cases/contacts and members of the public as directed by protocols/procedures/guidance including details about isolation period and what to do if they have or develop symptoms of COVID-19.
 4. Provide infection control advice as directed by protocols and procedures.
 5. Interpret and assess information obtained from COVID-19 cases and their contacts and derived through the Contact Case Management System in an effective manner, using healthcare knowledge and experience to recommend an appropriate course of action to address queries or determine that the matter should be escalated to the Health Protection team, guided by operating procedures and protocols.
 6. Work closely with the Health Protection team keeping them updated on any case issues or potential areas of concern and ensuring that challenging or complex cases or incidents and outbreaks of COVID-19 are referred to them timeously.
 7. Ensure accurate, up to date information and actions from interviews of COVID-19 cases and their contacts are maintained by completion of relevant records on the Case Management System and compliance with team handover procedures, in line with PHS operational guidance and procedures.
 8. Utilise judgment and knowledge to advise or redirect a caller to support services.
 9. Support planning and organisation for large-scale complex contact tracing incidents working with various agencies
 10. Supporting the Health Protection team in undertaking a wider PH assessment where evidence of a possible cluster of cases is emerging
 11. Act as initial point of contact for general enquiries from the public about COVID-19, arrange test bookings and address common queries, escalating as necessary to Team Leader and Health Protection team,
 12. Promote and enhance the image of Contact Tracing service at all times
 13. 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.
 14. Keep updated with local and national updates in order to advise members of the public who contact for advice.
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6. ASSIGNMENT AND REVIEW OF WORK

The postholder is expected to assume a high degree of independent working necessary to execute all duties without routine direction from the Team Leader. The postholder maintains regular liaison with the Health Protection team and whilst they are expected to work independently within their own area of competence and adhere to protocols and procedures, they should also be able to recognise when it is appropriate to seek guidance from the Health Protection team.

The postholder is required to exercise their initiative and judgement to decide appropriate action/s, drawing from healthcare knowledge and experience and taking account of a wide range of factors. Examples include:

- adjusting plans on a daily basis for unexpected situations such as a sudden increase in COVID-19 cases
- assessing the complexity of cases and making a judgement as to when matters should be communicated and/or escalated to the Health Protection team.
- modifying and adapting methods of communication to account for the differing needs of those contacted.
- Using knowledge and experience to assess when the responses from a COVID-19 case may require additional probing outwith the normal protocols in order to gain full information about the particular case,

The postholder is responsible for planning and monitoring the delivery of agreed performance targets/measures and will frequently be required to determine how this is best achieved.

The postholder will agree their objectives and personal development plan with the Team Leader, with clinical input from the Health Protection team, and will participate in a mid-year and annual performance review meeting in line with the TURAS Appraisal process.

7. COMMUNICATIONS AND RELATIONSHIPS

The postholder is required to develop ongoing robust working relationships with a variety of clinical and non-clinical roles within NHS Western Isles. This will include Team Leader, Contact Tracers, Director of Public Health, Public Health Consultant, Health Protection Nurse Specialists and administrative support staff. The postholder will work closely with the Health Protection team with communications involving information exchange and updates on a daily basis, as well as in situations where the postholder deems it necessary to escalate a complex case or query.

The postholder will deal with COVID-19 cases of varying degrees of complexity and provide advice to the public

and to health professionals in line with the protocols and procedures associated with the contact tracing service.

The postholder must 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, ensuring polite, efficient and appropriate communications exist at all times.

Effective interpersonal skills are required to build rapport with those who are COVID 19 cases and their contacts, for example, when these individuals may be distressed, angry or reluctant to engage in conversation or where the postholder must provide reassurance to the individual in relation to contact tracing aspects of concerns or queries raised or when the postholder is communicating over more sensitive issues arising from complex cases. Such situations will require the postholder to utilise effective questioning and listening skills and employ empathy and understanding.

The postholder will attend meetings relating to service matters which will include regular meetings with Team Leader and members of the Health Protection team.

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.

8. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Being able to deliver high quality care and guidance to COVID-19 cases and their contacts within a tight timescale and balance conflicting priorities in supporting the Contact Tracing and Health Protection Teams in addressing the complex health challenges arising from COVID-19 pandemic.

Being able to modify communication styles and apply appropriate questioning skills to extract accurate information to enable a thorough assessment 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

9. SYSTEMS

The postholder is responsible for the maintenance, storage and retrieval of information, and for ensuring the timely and accurate recording of data by self and the team using systems and software provided. This includes:

- Contact Case Management System
- Microsoft Office Suite
- Information Communication Technology such as telephony, Teams, email

NHS WI intranet - Horizon call system

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Effort

A significant part of the working day will be spent at the workstation dealing with calls/complex case queries and queries from members of the public.

Good keyboard skills and high degree of accuracy is required.

Mental Effort

Concentration is required when:

- dealing with complex COVID-19 cases and their contacts, to ensure that all relevant information is obtained and to assess situations that may need to be referred to the Health Protection team
- responding to queries or concerns raised during a call, particularly where Covid-19 advice may be required
- participating in meetings, including Problem Assessment Groups and Incident Management Teams.

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 Health Protection team and from other colleagues - 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 will be anxious, distressed or angry over their circumstances or reluctant to engage in conversation and the postholder will need to handle such situations sensitively and tactfully, showing empathy and understanding.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualification

- Educated to Degree level or equivalent (relevant) experience

Experience

- Experience of establishing and maintaining good relationships with patients, managers and colleagues

Skills and Knowledge

- Effective communication and interpersonal skills, with an excellent telephone manner
- Ability to show empathy to individuals who may be distressed by their situation and to identify solutions to issues or concerns raised
- Ability to work independently, manage and prioritise own workload and cope with competing demands
- Ability to interpret information in an effective manner and to recommend an appropriate course of action to address issues
- Ability to work within a team
- Evidence based approach to practice
- Proficient in the use of Microsoft Office suite, including Word and Excel
- Proficient in the use of electronic systems, databases or other information systems forms to support the public health management of cases

- Awareness of and ability to follow information governance policies and procedures and Data Protection legislation.

12. JOB DESCRIPTION AGREEMENT

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

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

PERSON SPECIFICATION

Post : Contact Tracing Practitioner & Call Centre

Department: NHS Western Isles – Contact Tracing Team

Date: December 2020

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Experience of establishing and maintaining good relationships with patients, managers and colleagues 	<ul style="list-style-type: none"> • Experience within the healthcare environment.
Qualifications/ Training	Educated to Degree level in a Healthcare-related subject	<ul style="list-style-type: none"> • Educated to Degree level
Knowledge	<ul style="list-style-type: none"> • Awareness of and ability to follow information governance policies and procedures and Data Protection legislation. 	<ul style="list-style-type: none"> • Understanding of the National Test & Protect Strategy
Skills	<ul style="list-style-type: none"> • Effective communication and interpersonal skills, with an excellent telephone manner • Ability to show empathy to individuals who may be distressed by their situation and to identify solutions to issues or concerns raised • Ability to work independently, manage and prioritise own workload and cope with competing demands • Ability to interpret information in an effective manner and to recommend an appropriate course of action to address issues 	<ul style="list-style-type: none"> • Contact Case Management System • Experience of a call centre

	<ul style="list-style-type: none"> • Evidence based approach to practice • Proficient in the use of Microsoft Office suite, including Word and Excel • Proficient in the use of electronic systems, databases or other information systems forms to support the public health management of cases 	
Aptitude	<ul style="list-style-type: none"> • Ability to work within a team • Ability to demonstrate a flexible approach to hours of work and duties • Excellent communication and interpersonal skills. 	
Other e.g. Team Player,	<ul style="list-style-type: none"> • Ability to work independently and as an effective team member. 	

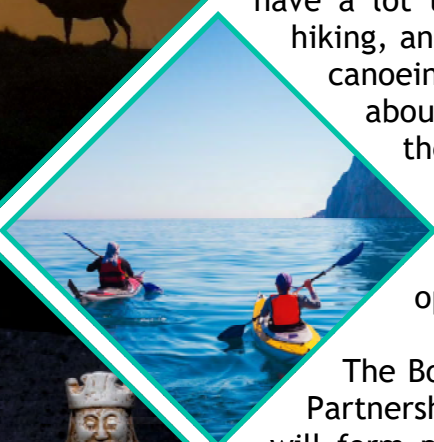
The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

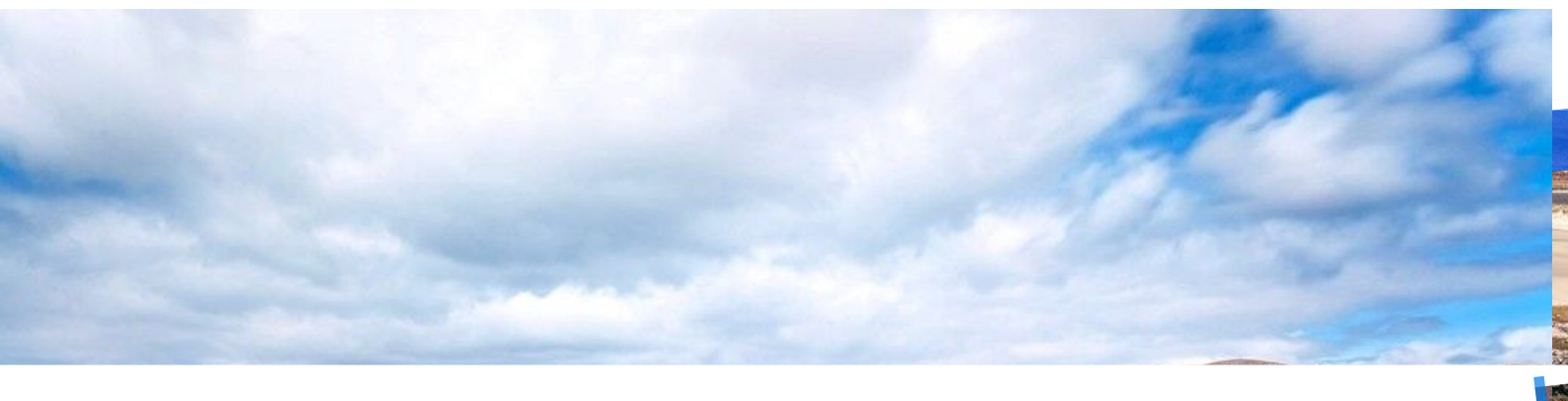
If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.





Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk



About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan’s Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

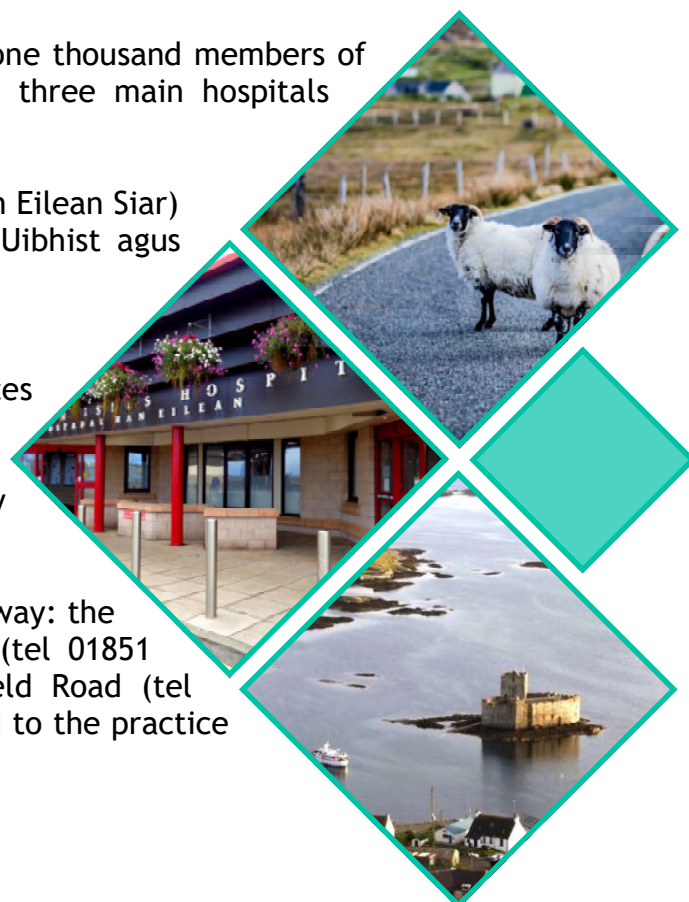
Web

wihb.scot.nhs.uk

The latest information about the Board’s response to the COVID-19 pandemic can be found on the Board’s dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com