

Department: NHS Lothian Test & Protect

Job title: Contact Tracer

Location: Home based- Central Scotland

Salary: Band 3 (starting salary £20, 700 pro rata)

Employment type: Fixed term to 30 September 2022

Job Type: Administrative Services

Hours of work: Full time (37.5 hours) Monday- Sunday, 08.00- 20.00 and public holidays.

Please note this is a 7 day service and you should not apply unless you are able to commit to working weekends.

NHS Lothian is seeking to recruit into key roles within our Test and Protect Service which aims to break the chain of transmission of COVID 19 in the community.

The post holder will work as part of a team of Contact Tracers responsible for undertaking interviews with people who have had a positive test for COVID 19 to identify their contacts and provide isolation advice to cases and their contacts following local and national protocols.

We are looking for enthusiastic individuals with a great telephone manner, the ability to elicit information by putting people at ease, and confidence to communicate with individuals who may be distressed. You should be proficient in taking notes during a conversation and ensuring accurate data entry using electronic systems. Knowledge of basic IT systems such as Microsoft Office would be beneficial.

The post holder will be working remotely from home but will be supported throughout each shift by a Team Lead and through regular meetings with the wider team using MS Teams. Equipment will be provided but access to reliable Wi-Fi and a suitable workspace to be able to hold confidential telephone conversations is essential.

You should be based in central Scotland to enable collection and maintenance of essential equipment.

Interviews will be held in the week of 10<sup>th</sup> January 2022.