

ACTION CARD

Contact Tracing Team Leader (Tier 1b)

1. Reports to the Contact Tracing Cell Lead

2. Role (person) Specification

- Previous experience of public health practice at an intermediate or more senior level (CS HEO, AfC band 6 or equivalent)
- Sound knowledge of the principles of health protection
- Previous experience of leading an incident response is desirable but not essential
- Strong, effective verbal and written communication skills including a good telephone manner
- Proficient ICT skills including using web-based applications
- Ability to undertake a public health risk assessment and manage situations effectively
- Ability to identify, manage and escalate risks (risk management)
- Ability to problem solve whilst working in an unpredictable environment, often under pressure and to tight timescales
- Awareness and commitment to follow information governance policies and procedures
- Ability to communicate clear instructions to teams
- Experience and/ or knowledge of incident management procedures and responsibilities
- Ability to understand and work from standard operating procedures and scripts
- Ability to rapidly assess information and recommend an appropriate course of action to address any issues or escalate these appropriately
- Good organisational skills and ability to delegate effectively

3. Role description

- Maintain Liaison with Tier 1a teams (PHE Health Protection Teams and PHE Field Service Teams) to deliver contact tracing functions including the provision of appropriate public health advice in complex incidents/outbreaks
- Work closely with and report to the PHE CTC Lead and operations team to support the ongoing development and operationalisation of the CT programme
- Assess and escalate situations to Tier 1a teams as appropriate
- Undertake initial interview of COVID-19 cases, undertake a public health risk assessment, identify contacts and provide public health advice (where appropriate) working to PHE protocols and guidance
- Coordinate activities to operationalise (locally) CT guidance, SOPs, supporting and training materials. Work with CTC lead to improve these documents based on feedback received from Tier 1b call handlers
- Assess and manage complex contacts, cases and situations escalated by Tier 2 (as appropriate)
- Support Tier 1b Call Handlers in the delivery of their roles through the provision of clear advice and escalation of issues as appropriate
- Develop and maintain effective arrangements for the escalation of issues between tiers of the contact tracing delivery model (working with the PHE CTC cell)
- Maintain a liaison with Port Health Teams and Border force teams in their region

Initial Actions for CT Team Leader (Tier 1b)

Please initial and record time & date of Action Completion on the right side of this checklist

Action completion

1. Undertake and participate with any training required to fully carry out their duties, including mandatory updates/refresher training before starting shift

2. Ensure you have access to relevant drives, Skype/Microsoft Teams, headphones and laptop	
3. Coordinate/join handover meetings/review handover notes from previous day	
Actions for CT Team Leader (Tier 1b) once CT Teams established	Action completion
4. Lead and support Tier 1b call handlers with day to day activities through liaison with other Tier 1b team leaders	
5. Liaise with Tier 1a Teams (PHE Health Protection Teams and PHE Field Service Teams) to deliver contact tracing functions	
6. Undertake interviews of COVID-19 cases.	
7. Perform initial public health risk assessment of COVID-19 cases identified for contact tracing in line with the contact tracing and management protocol and further protocols or guidance as indicated.	
8. Ensure timely and accurate recording of information using systems provided.	
9. Use available CT activity and outcomes data to operate the system and design/refine regional/local interventions	
10. Provide advice to cases, contacts and settings as directed by protocols/procedures/guidance.	
11. Assist Tier 1b call handlers and Tier 2 team leads with queries arising during training or delivery of their roles, escalating issues as appropriate	
12. Allocate tasks received from the CTC Lead to appropriate staff team members	
13. Track tasks allocated to Tier 1b call handlers and ensure required work is delivered, outputs are produced and deadlines met, follow-up with staff when required, and provide process updates on request	
14. Advise the CTC Lead of any time critical delays, emerging governance concerns and risks	
15. Assist with briefing/de-briefing of incoming and outgoing shift staff – including timely handovers	
11. Ensure the health and wellbeing of Tier 1b staff is maintained and provide assurance on this to the appropriate oversight group	
12. Manage and carry out continuing responsibility for a caseload ensuring accurate, up to date records of contacts/action by completion of relevant records and compliance with team handover procedures, in line with PHE operational guidance and procedures	
13. Contribute to the maintenance of effective systems for the surveillance of COVID-19 through providing accurate data and information	
14. Contribute to any necessary ongoing development of current protocols, training material, guidance and standard operating procedures as appropriate.	
15. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Caldicott Guardianship principles. Adhere to and operate within PHE data governance protocols and operational arrangements.	

Actions for CT Team Leader (Tier 1b) at the end of shift	Action completion
16 Produce handover notes for the incoming shift and ensure all remaining actions safely handed over.	
17 Ensure all documentation is complete and filed according to the records management process at the end of each shift	