



Coventry City Council

Job Description

Job Title:	Covid-19 Welfare Call Team Leader	Job Number:	D2085D
Directorate:	One Coventry	Post Number:	Various
Service:	Public Health, Insight and Migration	Grade:	5
Location:	Friargate		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the direction of the Welfare Team Co-ordinator, to be responsible for a small team of individuals providing telephone calls to support the welfare of those that are self-isolating and undertake local contact tracing as part of the NHS Test and Trace effort to support the city's coronavirus pandemic response; maximising the chances for our residents, communities, and businesses to thrive while minimising the level of inconvenience and disruption to their lives. This role will also support the door knocking activities as part of the COVID-19 response to try and reach people who cannot be reached by phone or email.

Main Duties and Responsibilities:

1. Help run the day-to-day work of the welfare team. This will include managing caller's workload, organising both the welfare team and the door knocking team, managing team performance and providing training for both new and current team members.
2. Deputise for the Team Co-ordinator within the Project Team:
 - Work with communities and partners both internal and external to plan, develop, implement and monitor the project.
 - Take a leading role in facilitating and supporting both internal and external groups involved in the Project and to identify local needs and opportunities and to help prepare plans and implementation of the Project.
 - Work with communities and businesses to develop, resource and implement the Project, including managing resources.
 - Take responsibility for planning, managing and delivering the project ensuring that it is delivered, and outcomes recorded and reported.
3. Offer support and advice to communities, public and businesses to stay safe and operate within public health advice and guidance
4. Lead, manage and mobilise teams to contact trace areas where data indicates increased Covid-

19 related risks/cases and create a presence to reassure, engage and provide information to our residents and business about keeping safe

5. Promote quality in the work including the implementation and review of quality systems, methods and working practices to ensure quality services.
6. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Responsible for: Welfare Callers

Responsible to: Team Coordinator

Date Reviewed: May 2021



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Person Specification

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Directorate:	One Coventry	Post Number:	
Service:	Public Health, Insight and Migration	Grade:	5
Location:	Friargate		

Area	Description
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Knowledge:	<ul style="list-style-type: none">Understand the principles of and good practice in Programme and Project Management, Techniques and Systems.
	<ul style="list-style-type: none">A good understanding and knowledge of ICT packages to produce high quality documents including reports, and presentations. Experience of Microsoft packages including excel and teams is crucial.
	<ul style="list-style-type: none">Public Health guidance and approaches and techniques to COVID-19 within government, local authorities or other agencies.
	<ul style="list-style-type: none">Equal opportunities including issues relating to disadvantaged communities or areas as part of the scope of the Project.

Skills and Abilities:	<ul style="list-style-type: none">Organisational skills, e.g. time management, managing priorities and meeting deadlines.
	<ul style="list-style-type: none">Excellent written and verbal communication skills including report writing.
	<ul style="list-style-type: none">Interpersonal and negotiating skills to develop effective working relationships with communities and partner organisations.
	<ul style="list-style-type: none">Networking skills, fostering inter-agency work and working across organisational barriers.
	<ul style="list-style-type: none">Able to operate as a project manager/officer – planning, developing and implementing pieces of work to fixed timescales.
	<ul style="list-style-type: none">Numeracy skills.
	<ul style="list-style-type: none">Well-developed information technology and communication skills.
	<ul style="list-style-type: none">Accuracy and attention to detail.
	<ul style="list-style-type: none">Able to work on own initiative, contribute to teamwork and demonstrate flexibility in working as part of a team.

Experience:	<ul style="list-style-type: none">Work with policy development, projects or programmes to support and deliver high profile projects.
	<ul style="list-style-type: none">Work with disadvantaged communities or with organisations to support COVID 19 work.



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	<ul style="list-style-type: none"> Participation in working groups, particularly with other partners and community representatives.
Educational:	<ul style="list-style-type: none"> To degree, professional or technical qualification level in project management, or experience relevant to the key tasks of the post.
Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Reviewed: May 2021

Updated: October 2021