



Coventry City Council

Job Description

Job Title:	Welfare Caller (COVID-19) Casual post	Job Number:	P1329D
Directorate:	Public Health, Insight & Migration	Post Number:	1036977
Service:	Public Health	Grade:	Grade 4

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:

As part of the COVID-19 team, accountable to the Welfare Team Coordinator, you will be making phone calls to do the contact tracing, backward tracing, and welfare checks, as well as a door knocking service to our residents as needed to keep Coventry safe. You will be responsible to advise, communicate and raise awareness for information governance, with emphasis on Health and Social Care Department preventative measures against COVID-19 and Public Health England guidance. This will be achieved through:

- Making phone calls on behalf of NHS Test and Trace and helping people complete their contact tracing form.
- Making Coventry City Council welfare calls and flagging people up for support where appropriate.
- Door knocking COVID positive cases where we have either been unable to reach them for their Test and Trace form or for a welfare check.
- Offering support and advice to the public by supporting the management, communication and awareness of Department of Health and Social Care arrangements in support of COVID 19 preventative measures and best practice.
- Raising awareness and understanding of COVID-19 issues, standards, policy and best practice within the Council and other partner agencies.
- Providing advice and guidance on compliance with relevant Department of Health & Social Care measures and Welfare (COVID-19).

The role will require weekend as well as weekday working, within the hours of 9am – 6pm during the weekday and 9am-5pm during the weekend.

Main Duties and Responsibilities:

1. Responsible for calling members of the public to collect information and offer advice in the form of NHS Test and Trace phone calls and Welfare phone calls.
2. Take part in door knocking activities as required. This may include visiting properties of people who have tested positive for COVID-19 to offer support and collect information.

3. Maintain a high standard in all work including customer service approach, the collection and presentation of information and a consistent level of calls as appropriate to the workload.
 4. Work productively as part of the Welfare Team to support other team members and the core goals of the project.
 5. Represent and champion the Council's commitment in keeping communities safe in respect of COVID-19 advice and guidance.
 6. Provide information and guidance to other service areas on any COVID-19 issues or related queries.
 7. Work with other service areas and Department of Health & Social Care to ensure information is provided in line with Department of Health and Social Care standards.
 8. Actively participate in the development of the Welfare team project (or any future evolving related projects), that have a cross-Council impact, including duties such as telephone/interviewing and desk research, data gathering, analysis of output and documentation of results.
 9. Support the team's work to ensure effective provision for individuals' information rights under Data Protection and Freedom of Information Acts, and Environmental Information Regulations.
 10. Represent the team, Council and Department of Health & Social Care as ambassadors to promote COVID-19 safe communities.
 11. Help maintain positive relations within our communities, internal staff and partner agencies.
 12. Support team members where necessary in providing guidance and information and updates on risks and issues for the team in relation to the work.
 13. Assist with the ongoing implementation of the Community COVID 19 support network and task force.
 14. Undertake relevant training e.g. Data Protection, GDPR, Health & Safety at Work and take responsibility for maintaining your up to date knowledge and guidance in relation to COVID-19 and preventative measures in place, in association with Government and Department of Health and Social Care information.
 15. Any other duties and responsibilities within the range of the salarygrade.
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All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

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

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

Responsible for:

Responsible to: Team Coordinator/Team Leaders

Date Reviewed: August 2005

Updated: December 2021

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> An up-to-date understanding of the issues, concepts and Government and Department of Health and Social Care guidance in relation to COVID-19.
	<ul style="list-style-type: none"> A knowledge of IT systems including the standard Microsoft package (particularly Excel, Outlook, Teams and Word).
	<ul style="list-style-type: none"> An awareness of other environment enforcement and regulations in relation to community support and businesses.
	<ul style="list-style-type: none"> An understanding of information governance standards including GDPR, data protection, privacy legislation (Human Rights Act 2000), records management, etc.
	<ul style="list-style-type: none"> An awareness of customer needs, including those with specific language or capability needs.

Skills and Abilities:	<ul style="list-style-type: none"> Ability to work as a team player, but able to prioritize own workload with the minimum of supervision.
	<ul style="list-style-type: none"> Well-developed communication skills at all levels within the Council and effectively to build rapport and relationships in the community.
	<ul style="list-style-type: none"> Digitally enabled to use digital tools to communicate and record information
	<ul style="list-style-type: none"> Experience using Microsoft Excel, Outlook, Teams and other Microsoft programs.
	<ul style="list-style-type: none"> A proactive approach to customer service.

Skills and Abilities: (Continued)	<ul style="list-style-type: none"> • Ability to work well under pressure, in challenging situations and able to meet deadlines.
	<ul style="list-style-type: none"> • Ability to analyse data and produce findings in a communicative format.

Experience:	<ul style="list-style-type: none"> • Experience in adhering to relevant information governance discipline or of interpreting requirements of guidance and legislation.
	<ul style="list-style-type: none"> • Practical experience in the use of digital tools and methods of communication.
	<ul style="list-style-type: none"> • Understanding of information sharing protocols.
	<ul style="list-style-type: none"> • Recent experience of delivering a customer service.
	<ul style="list-style-type: none"> • Communicating to, and working effectively with, management and colleagues at all levels within an organization and external customers.
	<ul style="list-style-type: none"> • Experience handling difficult conversations to achieve a productive outcome.

Educational:	<ul style="list-style-type: none"> •
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Special Requirements:	<ul style="list-style-type: none"> • Flexibility to work across a 7-day week.
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