

# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

**SERVICE:** Integrated Commissioning Directorate – Public Health

**SECTION:** Health Protection (Covid 19) Programme

**LOCATION:** Number One Riverside

**JOB TITLE:** **Case Manager**

**POST NUMBER:**

**Grade:** 7

**Accountable to:** Lianne Davies Public Health Specialist

**Accountable for:** Infection Control Duty Desk

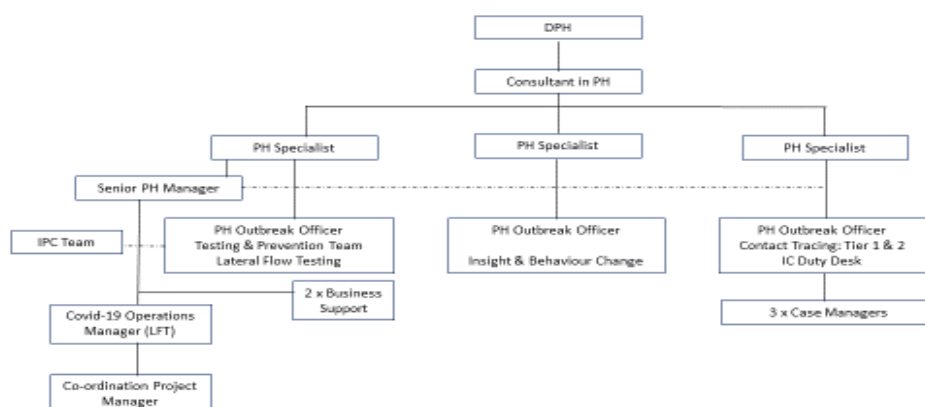
**Hours of Duty:** 37 flexible working hours in accordance with the needs of the service.

**Any Special Conditions of Service:** The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

This post is not Politically Restricted in accordance with the current regulations

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

The post holders primary responsibility is to case manage the contact tracing, consequence management and support requirements associated with individuals who have tested positive for Covid-19, particularly as this relates to complex cases.

Complex cases are defined as:

- **Potentially complex settings** (For example: Schools, Homeless Accommodation; DV refuges; Police Stations; HMO's; Day Centre Provision; NHS Settings; Social Care settings; Statutory Service HQ's; residential children's homes; workplaces with specific complexities or with a potentially significant number of contacts)
- **Potentially complex cohorts** (For example: rough sleepers; faith communities; asylum seekers)
- **Potentially complex individuals and households** (For example: Clinically shielded; Learning Disability; diagnosed Mental Illness; Rough Sleepers; Victims of Domestic Abuse; complex social-economic circumstances)

The aim of this is to reduce and control the spread of the virus in order to ensure that Rochdale is a safe place to live, work, visit and do business.

In addition the post holder will respond to a range of queries relating to Covid-19. This requires both national and local guidance to be understood and interpreted clearly and concisely.

## **Control of Resources**

### Personnel

Staff employed within the case worker team will be managed by the senior Public Health Manager.

### Financial

All budgets where spending is delegated to the post holder.

### Equipment/Materials

Responsible for the efficient and effective use of equipment and materials used by self and others being managed from time to time.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

### **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times.

### **Principal Duties**

The post holder will:

1. Assess and manage complex cases and situations which have been escalated from the national test and trace service (levels 3 and 2) to the Rochdale Borough Council Contact Tracing Hub, under the supervision of the Public Health specialist and a Clinical Team Leader.
2. Undertake interviews with individuals / settings to identify contacts, collect relevant information to inform a risk assessment and develop and appropriate plan of action.
3. Provide clear advice to individuals and settings as directed by protocols/procedures/guidance.
4. Daily management of the Infection Control Duty Desk email inbox; ensure that tasks are distributed to team members and all queries are responded to in a timely manner.
5. Escalate particularly challenging or complex cases or incidents and outbreaks to the appropriate persons within localities or organisations.
6. Liaise with a range of organisations, other local authorities and key settings as required and work in partnership to agree an appropriate plan of action in relation to complex cases.
7. Ensure all documentation is complete and filed according to the records management process and Information Governance policy.
8. Ensure timely and accurate recording of information using systems provided.

9. Contribute to the maintenance of effective systems for the surveillance of COVID-19 through providing accurate data and information.
10. Contribute to any necessary ongoing development of current protocols, guidance and standard operating procedures as appropriate.
11. 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.
12. Produce cohesive handover notes for the incoming shift and continuity / action plans.

### Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Lianne Davies                      Date 24<sup>th</sup> January 2021

Agreed by Postholder \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Service Director \_\_\_\_\_ Date \_\_\_\_\_

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Integrated Commissioning Directorate – Public Health</b>	<b>Post:</b>	<b>Case Manager</b>
<b>Section :</b>	<b>Health Protection (Covid 19) Programme</b>	<b>Post Number :</b>	
<b>Job Ref:</b>	<b>RO44107</b>	<b>Grade:</b>	<b>7</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>		
1 Are you willing and able to work from home?	E	AF/I
<b>(b) Qualifications and Experience</b>		
2 Are you educated to Degree level or have an equivalent level of experience of working in a relevant area (please detail).	E	AF/I
<b>(c) Skills and Knowledge</b>		
3 Please detail your understanding of contact tracing, the national test and trace arrangements and their importance in pandemic/disease outbreak management.	E	AF/I
4 Please detail your experience of working directly with individuals, households and / or settings who have complex and varying needs.	E	AF/I
5 Please detail your experience of problem solving in unorthodox environments and of developing creative solutions to complex problems.	E	AF/I
6 Please detail your highly developed interpersonal skills and the ability to communicate with a wide range of different people, including individuals who are upset or distressed	E	AF/I/A
7 Please describe your ability to react calmly and positively when delivering information that may have problematic implications for those receiving the information.	E	AF/I
8 Please describe your ability to work in a manner which displays high levels of emotional intelligence including striking rapport, building productive relationships, showing empathy, being sensitive to the emotional state of other, negotiation and influencing, and conveying difficult information in a tactful and sensitive manner.	E	AF/I
9 Please describe your ability to assess risk and need through direct engagement and the application of local and national guidance	E	AF/I
10 Please describe your ability to manage and maintain a multi-priority and complex workload, with low levels of day to day supervision.	E	AF/I
11 Please describe your ability to work under pressure.	E	AF/I

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(c) Skills and Knowledge (continued)</b>		
12 Please describe your ability to solve complex problems with associated risk factors and deliver pragmatic solutions and education in keeping with regional and national policy	E	AF/I
13 Please describe your ability to use Microsoft Office and other supervision of those on placement.	E	AF/I
14 Are you self-motivated and able to deal with a demanding workload and deliver consistently to deadlines?	E	AF/I
15 Please describe your ability to work flexibly and creatively as part of an effective team with evening and weekend working as required.	E	AF/I
16 Please describe your ability to work with uncertainty, change and ambiguity.	E	AF/I
17 Please detail your desire to make a difference.	E	AF/I
18 Please details your evidence of a commitment to ongoing professional development	E	AF/I
<b>(d) Values and Behaviours</b>		
19 Approach the job at all times using the values set out below: <ul style="list-style-type: none"> <li>• Proud</li> <li>• Passionate</li> <li>• Pioneering and Open</li> </ul> Please confirm you are willing to adhere to these values and behaviours.	E	AF/I