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| **Department** | **Public Health** |
| **Job Title** | Community Covid 19 Support Officer |
| **Grade** | Grade C |
| **Primary Purpose of Job** | To support Covid 19 Community Engagement activity |
| **Reporting To** |  |
| **Direct Staffing Reports** | None |

**Main Duties**

**To work as part of a team to engage in community working, this may include leaflet delivery, door to door working, handing out test kits, promoting local opportunities and gathering community insight data**

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| **1** | To represent Bolton Council as a Community Ambassador to support with Covid 19 community engagement. | |
| **2** | To accurately record and feedback information gathered in the community | |
| **3** | Ensure social distancing and other government guidelines are observed including sanitising of hands and wearing of face mask as appropriate. | |
| **4** | Ensure that any knowledge that the postholder gains during the performance of their duties, relating to matters of a confidential nature, are not disclosed and be aware of the need to conform to data protection legislation. | |
| **5** | To be able to cover long distances and work at pace whilst undertaking door to door activities as required | |
| **6** | To work shifts, weekdays, evenings and weekends and attend meetings and training as required. | |
| **7** | Ensure any communication with the public and colleagues remains professional at all time | |
| **8** | The need to work flexibly to support with changes to Government guidance by providing support across different locations and roles where operationally required. | |
| **Date Job Description prepared/updated:** | | **June 2021** |
| **Job Description prepared by:** | | **Tracy Lumer** |



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| **Department** | | **Public Health** | |
| **Job Title** | | Community Covid 19 Support Officer | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | |
|  | To demonstrate an ability to remain professional at all times when representing Bolton Council in the Community | | Interview |
|  | The ability to accurately record and feedback information gathered whilst working in the Community | | Application form/Interview |
| 3. | Ability to communicate effectively with members of the public, internal and external colleagues. | | Application form/Interview |
| 4. | Demonstrate an ability to have difficult or sensitive conversations with people in the community | | Interview |
| 5. | Demonstrate effective team working, including assistance and support to colleagues, as well as meeting priorities and objectives determined by Team Leader. | | Interview |
| 6. | Ability to work at pace and cover large areas without a car | | Application Form/Interview |
| 7. | Must be able to show adaptability to work in other roles and locations | | Application form/Interview |
| 8. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Experience in customer facing role and working within a team. | Interview |
| **3. Work Related Circumstances** | | |
| 1. | Understanding of confidentiality and the need to maintain it | Interview |
| 2. | Ability to work flexibly and as part of a team to meet the needs of the service. | Interview |
| 3. | Must be willing to respond positively to changes | Interview |

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| **Date Person Specification prepared/updated** | **June 2021** |
| **Person Specification prepared by** | **Tracy Lumer** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





