

Testing and Tracing Support Team Member

Department: Health and Community Services (HCS) / Justice and Home Affairs (JHA) / Growth, Housing and Environment (GHE)

Division: COVID

Reports to: Team Leader

JE Reference: IHE1003

Grade: 5

Job purpose

Working as an essential part of the testing and tracing team to deliver COVID testing for eligible individuals and to provide administration, reception, sample packing, marshalling and driving in order for the service to be delivered effectively, efficiently and safely. To adhere to clinical quality, infection control and service standards, delivering a high-quality service which maximises the customer experience and helps to keep Jersey safe from COVID. This will include working with members of the public, health care professionals and others across a variety of locations.

Job specific outcomes

1. Deliver excellent customer service which enhances the Jersey's reputation and the confidence of customers by receiving and checking in customers in a professional, calm manner. Assist customers who are not registered with the service to do so; receive, check and confirm details for those who registered, maintaining privacy and confidentiality at all times. Amend data where necessary to ensure accuracy, and deliver advice and guidance depending on the verified data. This will include informing customers about the testing and isolation requirements and dealing with often significant challenge and emotional responses to this information, for example where customers are informed of mandatory isolation requirements. Provide credible explanation and reassurance, with confidence and maturity, and escalate to the clinical lead where necessary. Following check-in, accurately and securely label all samples to ensure reconciliation of test results.
2. Provide physical direction to customers, adhering to and implementing the agreed queue management process. Identify health and safety risks and quickly address these using appropriate protective and safety measures to ensure customers move in a safe way through the testing process.
3. Input data accurately on a variety of IT systems, transposing where necessary from one application to another. Adhere to data protection, confidentiality and information security requirements at all times. Identify and escalate any suspected breaches or issues immediately, and implement remedial action as directed.

4. Obtain samples from customers aged 11 and over, by applying the agreed 'swabbing' process in a professional, responsive manner, mindful that some customers may be highly anxious and/or have medial issues which need to be sensitively taken into account. Provide detailed explanation on the process and reassurance where required, in order to ensure a positive customer experience.
5. Pack swabs, samples and other specimens in accordance with agreed clinical protocols.
6. Provide accurate, timely information in order to respond and resolve queries and issues from customers, service delivery partners e.g. Ports of Jersey, Jersey Customer and Immigration Service and members of the public. Receive and record feedback, including complaints, using the appropriate forms and processes, escalating as appropriate.
7. Transport samples, equipment and people quickly and safely between locations. This may include driving appropriate vehicles in accordance with driving licence and insurance permissions.
8. Monitor service delivery by collecting, analysing and presenting data, for example, on demand, volumes, timeliness, outcomes, decisions and feedback received.
9. Deliver a safe, high quality, responsive service at all times, adhering to all infection control, health and safety and service standards, minimising the risk of untoward incidents and optimising the customer experience.
10. Undertake any other duties appropriate to the grade.

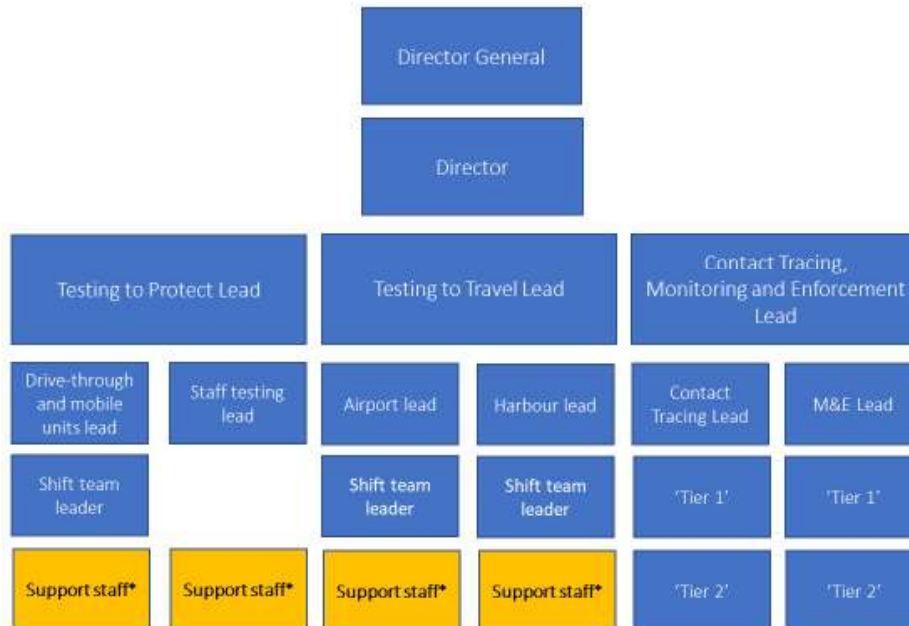
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation chart



Testing and Tracing structure



*Support staff roles:

- Swabbing
- Reception
- Admin
- Marshall
- Driving

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to GCSE level.</p> <p>Good numeracy and literacy skills – GCSE qualification in maths and english.</p>	<p>Clean driving licence.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Computer literate with good keyboard skills.</p> <p>Ability to find information on the internet.</p> <p>Understanding of the principles of health and safety, infection control and working in a safe environment.</p> <p>Understanding the principles of customer service.</p>	<p>TrakCare trained and proficient in its use.</p> <p>Trained and proficient in the testing Booking and Testing System.</p> <p>Knowledge of the States of Jersey complaints and feedback processes.</p> <p>Knowledge of the requirements of health and safety and infection control.</p>

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>		<p>Successfully complete 'fit mask' testing.</p> <p>Ability to drive is required for certain aspects of the role.</p> <p>Competent in carrying out nasal and oral swabs.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent accuracy and attention to detail.</p> <p>Able to follow detailed procedures, providing an efficient and effective service for members of the public.</p> <p>Strong communication (both oral and written) skills.</p> <p>Able to respond calmly effectively to members of the public who may be upset, angry or distressed.</p>	<p>Ability to speak a second language e.g. Polish, French, Portuguese, Romanian or German.</p>
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Previous administrative experience.</p> <p>Experience of dealing with members of the public in a customer facing role.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.