

Senior Contact Tracing Monitoring and Enforcement Officer (Tier One)

Department: Justice and Home Affairs

Division: Covid - Contact Tracing Monitoring and Enforcement

Reports to: Operational Lead

JE Reference: JHA1014

Grade: 9

Job purpose

Provide an efficient investigation, inspection, monitoring, and enforcement service to support the Government's Covid-19 Tracking, and Tracing and Isolation Policies for both residents and people travelling to Jersey. To also support the reduced risk of reduction in spread of the virus by supporting Safer Jersey through providing support and guidance for business. To support the delivery of Public Health policy with the aims of protecting the health, well-being and the environment of the inhabitants and visitors to the island.

Act as a technical expert and decision maker, providing specialist advice and support to raise awareness, and increase customer satisfaction, leading to an increase in compliance and reduce the number of community transmission cases in the island.

Provide an effective communication, monitoring and investigation support service, including appropriate technical expertise, records management and evidence gathering abilities.

Job specific outcomes

Lead a Team of Contact Tracing Monitoring and Enforcement officers to confidently and efficiently conduct contact tracing, monitoring and investigative duties to ensure compliance with the Government's testing, tracing and isolation policies.

Plan day-to-day activities, prioritising and allocating work to team members. Training, mentoring and coaching staff in order for them to achieve a level of performance that meets the department's standards, to ensure a consistent level of customer service.

Support the "Safer Jersey" initiative, supporting businesses to maintain their duties for the early detection, and prevention of Covid-19 spread, through following government policy. This will include organising and coordinating monitoring programmes, visiting business premises and providing advice and guidance to businesses and organisations in identifying how they can adapt their practices to significantly increase safety for staff and customers in relation to Covid- 19. Providing proactive and visible monitoring, and escalating enforcement activities as necessary.

Act as an "authorised officer" under relevant legislation for the isolation of individuals and standards of Covid-19 compliance within businesses. These authorisations provide the power to take immediate enforcement action against members of the public to ensure that they comply with Covid screening or assessment requirements. They may also allow for more formal action within a business environment under the supervision of the Health and Safety Inspectorate.

Identify non-compliant activity and escalate in order to ensure that policy and regulations are enforced. Support the implementation of appropriate enforcement action by preparing written reports of findings, and statements of evidence, together with appropriately evidenced case files in a manner acceptable for consideration by the Attorney General when deciding whether a prosecution should be pursued, briefing of the prosecuting advocate or Centenier prior to appearance in Court and, on occasion, appearing as a departmental witness.

Manage and deal with escalations and queries from the wider Team as well as members of the public; using own judgement to find the right resolution, liaising and escalating upward when necessary.

The post-holder must be familiar with the Government's extensive and ever-changing testing and isolation policies as well as the "COVID-19 (Screening, Assessment and Isolation) (Jersey) Regulations 2020" to ensure the correct guidance is given at all times and that all work undertaken is compliant.

Extract and disseminate data for CTM&E Officers isolation visits and calls as well as allocation of other tasks to team members. Analyse and evaluate complex data to enable others to make appropriate, informed decisions. Monitor the completeness and timeliness of CTM&E activities as well as the accuracy and completeness of data and any systems updates. Work closely with the Technical Lead to ensure systems are fit for purpose, including driving the implementation of systems improvements.

Develop and maintain effective relationships with other Government Departments, local businesses, schools, colleges, the media, non-governmental organisations and the general public in order to raise awareness of Covid-19 safety measures. Together with the Team Manager, process and evaluate employer requests for exemption from isolation and liaise with employers accordingly.

Design, draft and implement new processes and procedures for the team, continuously reviewing and adapting them to ever-changing circumstances to maintain and improve team efficiencies. Accountable for periodic reporting of department, operational and staff performance, with responsibility for presenting findings, providing narrative/options and making recommendations for improvement to ensure the department complies with legislation, policy and customer needs.

Proactively deal with all customer feedback including complaints according to agreed standards, escalating as necessary, to ensure a robust and consistent approach and to maintain public confidence.

Represent the division in engagement with other agencies and outside bodies e.g. Airport / Harbour staff, States of Jersey Police etc in collaborative working. In conjunction with colleagues provide appropriate support in determining the health impacts of relevant policies influencing health improvements and preventing threats to the health of the public. Deputise for the Team Manager when necessary.

Provide cover for colleagues or undertake such other duties as appropriate to the qualifications, experience and grade as may be reasonable required by the Assistant Director of Environmental Health or Team Managers to maintain the service, including the provision of services outside of normal office hours.

Ensure safeguarding processes are promoted and implemented to protect vulnerable adults and children.

Statutory responsibilities

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

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>Qualified to A Level, NVQ level 3 or BTec National Diploma level or equivalent experience</p> <p>A scientific degree or equivalent qualification.</p> <p>Additional qualifications or equivalent experience in enforcement and monitoring.</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>A working knowledge of the Government's extensive and ever-changing testing and isolation policies as well as the "COVID-19 (Screening, Assessment and Isolation) (Jersey) Regulations 2020"</p> <p>Government of Jersey Testing & Isolation and Safer Travel Policies</p> <p>The Health and Safety at Work (Jersey) Law 1989, especially with regard to safe working practices both in the office and in the field of operation.</p> <p>Proven computer literacy with EDCL accreditation or equivalent IT training, together with a working knowledge of Microsoft Office Suite.</p> <p>Able to maintain accuracy and precision over a range of databases and to take the necessary action arising from the information compiled.</p>	<p>Knowledge of the Loi (1934) sur la Sante Publique and legislation introduced via the Covid-19 (Enabling Provisions) (Jersey) Law 2020 is desirable</p>
<p>Technical / Work-based Skills</p>	<p>A clean driving licence, or the ability to travel throughout the island using other methods of transport is essential.</p>	

<p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Literate and numerate, able to read and understand and explain complex matters, analyse data and write reports and letters and complete departmental forms and follow processes. Able to work flexibly which will include evening and weekend work, as required.</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>Able to manage relationships with senior stakeholders and respond to questions, providing insight and information on complex matters.</p> <p>Self assurance and maturity in dealing with the public. Ability to respond to distressed, worried, angry and potentially verbally aggressive members of the public in a calm and capable manner</p> <p>Ability to conduct investigatory interviews together with experience in interview techniques.</p> <p>Ability to look objectively at issues and use sound judgement to make appropriate decisions.</p> <p>Excellent organisational skills, to maintain accurate written notes that may be used by Government as a review of the response to Covid or within the Coroner's Court</p> <p>Excellent verbal and written communication skills and able to explain issues to members of the public and others in a calm and factual manner.</p> <p>Able to deal with difficult, complex, sensitive and contentious issues</p> <p>Self-motivated and ability to work on own initiative</p> <p>Ability to listen, understand and analyse customer circumstances, varying business and technical needs.</p> <p>Ability to work in a multidisciplinary team.</p>	<p>Able to speak another relevant language eg, Portuguese, French, Polish, Romanian</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>Proven track record of working within a customer focussed environment, providing advice, support and guidance in challenging and complex situations.</p> <p>Experience of coaching staff.</p>	<p>Previous experience of working in an investigatory or enforcement role.</p> <p>Experience of managing others.</p>
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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 5 core accountabilities attributes and behaviour indicators.