

Team Manager - Contact Tracing Monitoring and Enforcement

Department: Justice and Home Affairs

Division: Covid - Contact Tracing Monitoring and Enforcement

Reports to: Operational Lead

JE Reference: JHA1037

Grade: 11

Job purpose

Manage and direct a large team of over 20 colleagues who provide an efficient contact tracing, investigation, inspection, monitoring and enforcement service to support the Government's Covid-19 Tracking, 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 support and guidance for business. The purpose of the team is to dramatically reduce the number of community transmission cases, by providing proactive advice and support to businesses and organisations, and the immediate management of positive individuals, protecting the health, well-being and the environment of the inhabitants and visitors to the island.

Support the delivery of Public Health policy in a rapidly changing environment, continually monitoring the management of cases and implementing policy changes and Integrated Public Health Record (IPHR) system enhancements into day to day activities of the team.

Work with Directors and policy leads to define and implement policy change and service improvements. Implement agreed policy changes and act as the lead person for nominated areas of Contact Tracing, Monitoring and Enforcement and the Safer Jersey initiative.

Job specific outcomes

Hold overall responsibility for the day to day management and performance of a discreet team of Contact Tracing, Monitoring and Enforcement officers (working on a shift basis, including full time, part time and zero hours employees) ensuring public health policy in relation to Covid -19 is implemented, adhered to and situations are escalated accordingly.

Support the "Safer Jersey" initiative by acting as an authorised officer under Covid-19 workplace specific legislation, 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.

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.

Prioritise own workload and that of the team, continually prioritising the allocation of work and ensuring activities are appropriately resourced. Ensure that sufficient staff are rostered to work in a team which covers a seven-day working week and ensure that rotas are managed, and records kept to maintain safe working practices.

Maintain own workload reflecting the most complex or sensitive positive case investigations, inspection and monitoring activities, and act as a point of escalation for the most complex cases requiring review, or enforcement, and by doing so, ensure that they are dealt with in line with GoJ policies, procedures and legislation.

As point of contact and escalation for complaints from the public and businesses; manage the most complex, sensitive, difficult, aggressive and / or other emotionally charged conversations with clear advice, guidance, and professionalism.

Provide effective and supportive day to day management for direct reports to ensure that services are delivered effectively and that agreed standards are met. This will include accountability for all aspects of people management in accordance with Government policies and processes. Prioritise team activities across several functional areas including Monitoring and Enforcement, Contact Tracing and supporting the Safer Jersey initiative. Implement performance measurement systems and monitor key performance indicators that allow for a consistent and transparent approach for the management of team members. Motivate and manage team members against the performance indicators, setting standards and monitoring performance to ensure that team members have the skills and training to undertake their roles effectively.

Develop, and continually improve comprehensive and robust standard operating procedures and processes, to enable services to be delivered in a consistent and compliant manner. Accountable for consistency in advice across the team. Provide support, mentoring and 1:1 coaching to team members, facilitating learning within a team and providing instruction on cases that don't follow established policy.

Identify opportunities to improve the efficiency of the service, making recommendations to senior management about how these can be delivered and achieved and be accountable for the successful implementation and ongoing review.

Ensure that accurate records and activity data is maintained, and reliable statistical information is provided to senior managers to inform public confidence in the programme.

Ensure all team members operate within the requirement of data protection legislation and that evidence gathering is of sufficient quality to facilitate enforcement action. 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.

Participate in strategic and operational discussions by providing guidance and expertise in contact tracing, monitoring and enforcement for the tracking and tracing project. This will include membership of a range of policy and strategic groups and providing direct guidance to Group Directors and other senior stakeholders.

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. Have responsibility for compliance with health and safety and data protection law across the team. Identify hazards, challenge behaviours and implement solutions as required.

Deputise for the Operational lead, 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

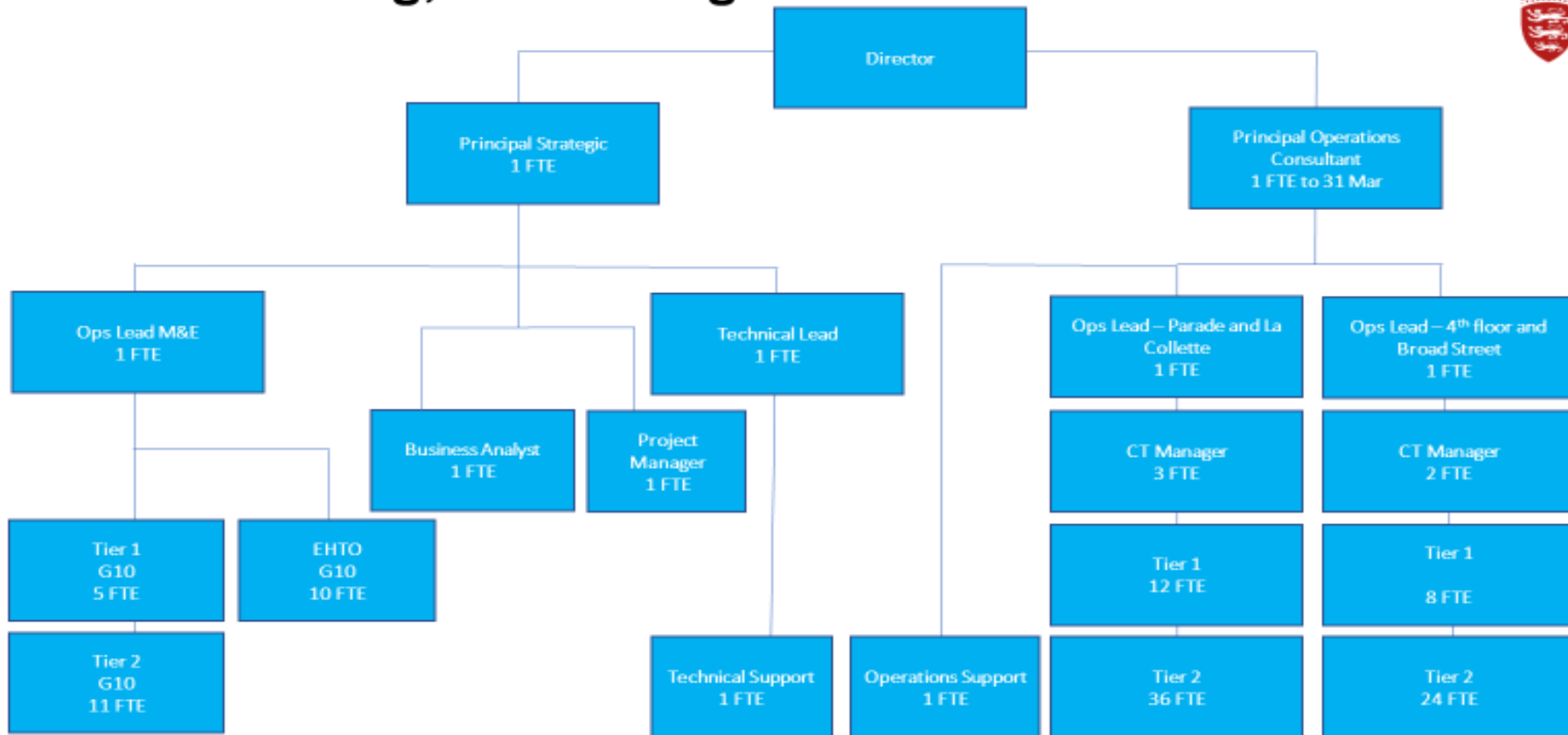
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

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 4 core accountabilities, attributes and behaviour indicators.

Contact Tracing, Monitoring and Enforcement structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications Please state the level of education and professional qualifications and / or specific occupational training required.</p>	<p>A formal management qualification at degree level (Level 5).</p> <p>Formal qualification or significant experience in a Senior Management or Technical specialist role.</p>	
<p>Knowledge 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).</p>	<p>Knowledge and understanding of the public sector in Jersey including current initiatives.</p> <p>Knowledge of multiple pieces of Covid-19 specific legislation related to the screening, assessment and isolation requirements of those identified as needing to self-isolate.</p> <p>Knowledge of evidence gathering and writing of witness statements to facilitate prosecution.</p> <p>In depth knowledge of data protection legislation and understanding of when information can be shared.</p> <p>Sound knowledge of the Health & 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>Knowledge of local employment law and government HR policies and procedures.</p>	<p>Experience of infectious disease investigation.</p>

<p>Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</p>	<p>Highly developed communication and interpersonal skills, with the ability to build excellent relationships.</p> <p>IT literate with excellent knowledge of Microsoft Office applications, including Word, Excel, and Outlook.</p>	<p>Fluency in a second relevant language eg; Portuguese, French, Polish, Romanian.</p>
<p>General Skills/Attributes 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.</p>	<p>Experience of managing, developing and delivering customer focused services in a complex service environment.</p> <p>Experience of managing, and motivating a large team, including setting KPIs and managing performance.</p> <p>Self motivated, with the ability to motivate and manage the performance of others.</p> <p>Able to assess a situation and choose the most appropriate form of communication for the intended audience.</p> <p>Sound judgement and political awareness, with knowledge of when to escalate or highlight complex or contentious cases to the Lead.</p> <p>Excellent prioritisation and organisational skills.</p> <p>Able to deliver against challenging deadlines.</p> <p>Excellent verbal and written communication skills and able to explain complex policies, processes, legislation and other issues to non specialist stakeholders including members of the public in a clear, calm and factual manner.</p> <p>Ability to appropriately manage sensitive, difficult, aggressive and / or other emotionally charged conversations.</p>	

<p>Experience 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).</p>	<p>Demonstrated experience of managing large teams with responsibility for process improvement and performance management. A positive role model.</p> <p>Experience of Managing resources: financial, workforce within agreed budgets ensuring demonstrable value for money and efficiency improvements.</p>	<p>Experience of evidential note taking for presentation in court; Magistrate's, Royal or Coroners</p>
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This next section is for Job Evaluation purposes only (Please remove everything below this point when using the JD elsewhere e.g. for recruitment / consultation purposes)