COVID-19 Prevention, Management and Support Officer x5
2x Fixed Term 2 year contract / 3x Permanent posts
Pay Band J / SCP 26 - 28
£29,636 - £31,371 per annum

Job reference: CVP 041

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Dear Applicant

Post of Covid 19 Prevention, Management and Support Officer

Thank you for your enquiry about the post at Knowsley Metropolitan Borough Council.

Please find enclosed further details about the post and an application form for you to complete and return by **Friday, 24 July 2020**. You can find out more about Knowsley Council from our website at [www.knowsley.gov.uk](http://www.knowsley.gov.uk).

Interviews are likely to take place within four weeks of the closing date. If you have not heard by then you should assume that your application has been unsuccessful. If you would like receipt of your application to be acknowledged, please enclose a stamped addressed envelope with your completed form.

The council places great importance on maintaining high levels of attendance at work and all Directorates operate under well-established guidelines to monitor and control absence. If you are successful at interview, the council will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact us as soon as possible on telephone number 0151 443 3434. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that the Council will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

You should email your application to: [recruitment@knowsley.gov.uk](mailto:recruitment@knowsley.gov.uk)

I look forward to receiving your application and thank you for your interest in this post.

Yours sincerely

Jaci Dick
Jaci Dick
Human Resources Manager
Knowsley Better Together

Knowsley Better Together is about people working together to achieve more for Knowsley and its residents. It is more than just an initiative or policy – it brings to life a whole new approach to finding solutions and delivering services by working better together.

As a council, we have committed to working in a way that embeds Knowsley Better Together in our day-to-day activities, meaning we aim to:

- Be a strong community leader and always champion Knowsley.
- Build better partnerships and work with others co-operatively to improve Knowsley.
- Listen to the community when making decisions.
- Spend locally, invest locally and recruit locally to build social value.
- Help people to be independent, doing more for themselves and each other.
- Prevent problems occurring or stop them getting worse.
- Use the best way of delivering services that leads to improved outcomes for Knowsley.

Knowsley Staff Qualities

Staff Qualities

- **Integrity** (being open and honest, maintaining high standards of personal behaviour and displaying strong moral principles)
- **Accountability** (taking personal responsibility for your actions and decisions, understanding the consequences of your behaviour)
- **Communication** (listening and talking to others, taking account of other people’s points of view, sharing information and working together)
- **Respect** (treating people with care and dignity, supporting the rights of other people, helping and supporting others where you can).

These qualities embed the principles of Knowsley Better Together – bringing people and organisations together for the benefit of Knowsley.
<table>
<thead>
<tr>
<th>Job description</th>
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<tbody>
<tr>
<td><strong>Job title</strong></td>
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<td><strong>Grade</strong></td>
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<td><strong>Directorate</strong></td>
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<td><strong>Section/team</strong></td>
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<td><strong>Accountable to</strong></td>
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<td><strong>Responsible for</strong></td>
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<td><strong>Date reviewed</strong></td>
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### Purpose of the Job

The COVID-19 Prevention, Management and Support Officer is responsible for supporting the delivery of the Knowsley COVID-19 Outbreak Prevention, Management and Support Plan (the Plan) (published 30 June 2020).

NB When not directly involved in delivering the Plan the purpose of the job will be to support the Council’s environmental and public health functions in respect to infection prevention and management.


The objectives of the Plan are to:-

a) Prevent cases, clusters and outbreaks of COVID-19 by providing targeted advice and support to identified settings, workplaces and communities. *

b) Reduce onward transmission, morbidity and mortality through the rapid identification and isolation of cases, and by identifying, alerting and supporting contacts of cases. *

c) Identify outbreaks early by using hard and soft intelligence. *

d) Preventing future cases by identifying potential sources of exposure, risk factors and the implementation of appropriate prevention and control measures. *

e) Provide continued support to vulnerable local people.

f) Provide a framework to support rapid decision-making in support of preventative action.

g) Work at the most appropriate foot-print to deliver effective, efficient services and actions whilst ensuring local understanding of communities and their needs. *

h) Capture joint / multi-agency learning in order to develop and share best practice. *

The primary purpose of the job is to deliver against the Plan’s objectives identified above by *. 
Duties and Responsibilities

1) Work as part of the Knowsley COVID-19 Infection Prevention and Control Team (led by the Council’s Director of Public Health) to deliver the Knowsley COVID-19 Outbreak Prevention, Management and Support Plan.

2) Work within a team of 5fte COVID-19 Prevention, Management and Support Officers to provide a reactive and flexible prevention, management and support response to COVID-19 in Knowsley (and the wider Liverpool City Region if required). The team will ensure, through a rota system, that a minimum of two Officers are on duty during the following times:-

- Monday to Friday 9am – 7pm
- Saturday and Sunday 10am – 4pm

NB The working week per Officer will be 36 hours.

3) Establish and maintain a thorough working knowledge of the national, Cheshire and Merseyside, and Knowsley organisations, personnel and guidance that relate to COVID-19 prevention, management and support. Ensuring compliance with their systems and procedures and information is exchanged as directed.

COVID-19 Prevention

4) Ensure that national, regional and local guidance / instructions are disseminated appropriately to Knowsley’s communities plus its public, community and private sectors.

5) Identify high-risk settings, groups and places in order to inform targeted prevention advice and activity. For example:- Complex Settings (hotels, homeless hostels, extra care housing and other public, community and private sector workplaces); High Risk Communities (substance users, domestic abuse victims, sex workers); and, High Risk Places and Locations (childcare settings, workplaces, houses of multiple occupation).

6) Work with the Council’s partner agencies (e.g. The Chamber of Commerce, Knowsley Clinical Commissioning Group, Primary Care, Acute and Community Trusts, the social care sector and the NHS) to support the care sector and ensure that there are robust procedures in place within high-risk care settings to mitigate the risk of COVID-19 infection.

7) Work with educational settings to ensure that there are robust plans and procedures in place to mitigate the impact of COVID-19 and reduce the risk of outbreaks.
8) Keep in regular contact with a range of settings, groups and places to help ensure that they are COVID-19 secure (i.e. that they have a COVID-19 risk assessment and safe operating systems for employees, volunteers and visitors relevant to the function of the setting, group or place – for example social distancing measures are provided and complied with).

9) Identify those in the community who are more vulnerable to the severe effects of COVID-19 in order to provide and facilitate targeted advice.

10) Provide advice and specific guidance relevant to employers to ensure they are operating COVID-19 secure work places / safe systems of work.

11) Provide advice and signposting to support complex settings and communities.

12) Deliver a workforce development programme to those working in a public facing setting (public, private and community sectors) that facilitates COVID-19 prevention.

13) Support an effective Test and Trace Programme in Knowsley to enable the early identification of COVID-19 and mitigate the risk of outbreaks. This involves contributing to a widespread communications strategy that promotes Test and Trace and self-isolation where necessary.

14) Proactively seek out vulnerable people who may need support from the Council or the Knowsley Volunteer Hub due to Test and Trace and self-isolation.

15) Monitor and evaluate local Public Health surveillance data to understand the prevalence of COVID-19 across Knowsley’s communities.

COVID-19 Managing an Outbreak

16) Provide the Single Point of Contact (SPOC) for the Council to receive a notification from the NHS Test and Trace Service or Knowsley’s Infection Prevention and Control Team of a COVID-19 outbreak in Knowsley, and to then implement the Plan’s requirements in this regard.

17) Work collaboratively with representatives from the NHS Contact Tracing Advisory Service and the Cheshire and Merseyside Test and Trace Hub to help identify people in Knowsley at high risk of having been exposed to COVID-19 through recent close contact with someone who has tested positive for COVID-19. To inform those at risk to self-isolate, their contacts to be contacted and to see if they need any support.

18) Contributing as a Local Outbreak Control Officer to any multi-disciplinary Outbreak Control Team established by Public Health England in consultation with the Council’s Director of Public Health.

19) Contributing as a Local Outbreak Control Officer to any Knowsley Outbreak Management Board response to a COVID-19 outbreak.
20) Provision of an outbreak management service (under the direction of Knowsley’s Infection Prevention and Control Team) in a setting, group or place via the co-ordination and / or direct provision of:-

- Contact tracing of symptomatic people and advice to them once contacted.
- Contact tracing of confirmed cases, secure necessary information from them and advice on their self-isolation (and that of their contacts);
- Investigation to clarify the nature of the outbreak within 24 hours of receiving the initial report.
- Confirmation of the validity of the initial information upon which the potential outbreak is based.
- Liaison directly with the setting, group or place to identify all persons who could be a contact of the case / cases.
- Identification of all people who have had contact with the confirmed case / cases.
- Sign-posting to local COVID-19 testing capacity provided by the North West Boroughs Trust.
- Provision of advice on how to care safely for someone who becomes unwell in a setting, group or place.
- Provision of advice as to how to clean a setting or place when someone becomes unwell with COVID-19.
- Ensure settings and places have robust systems in place to identify contacts and record anyone who has been in that setting / place who has COVID-19 symptoms and / or is a confirmed case.
- Conduct preliminary interview with initial cases to gather basis information.
- Prepare, take and support various formal legal enforcement action including collection of sound admissible evidence, service of legal notices, preparation of reports and prosecution files and giving evidence in court.
- Identify potential vulnerable persons impacted by the outbreak.
- Provide advice to the setting, group or place as to how their activities / functions should be conducted in response to an outbreak.
- Provide a sign-post for those self-isolating for any support they may need, for example Statutory Sick Pay and the supply of household provisions.
- Formulate and report preliminary findings on the outbreak, and the risk of it being a continued public health risk, to the Knowsley Infection Prevention and Control Team.
- Provide continued vigilance to an outbreak to identify when it should be classified as being over.
- Use of a Knowsley case management system to monitor key local activity and inform Knowsley and regional reporting.
- Contribute to a local multi-disciplinary Outbreak Control Team (led by Knowsley Public Health) in its investigation, management and containment of the outbreak. Also, to support the delivery of this Team’s communication strategy.

COVID-19 Supporting the Vulnerable
21) Sign-posting of those people who are self-isolating and require non-medical, practical or social support to the Knowsley Volunteer Hub.

**Other duties**

22) When not conducting COVID-19 prevention, management and support duties (i.e. when demand is low and following the agreement of the Council’s Director of Public Health) perform the duties as above but instead supporting the Council’s mitigation of other public health and environmental health infection control risks.

**Qualifications and Training**

- Degree (health or science related) or demonstrable equivalent experience or qualifications.

**Knowsley Better Together – Staff Qualities**

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people’s points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

**Health and safety**

- Responsibility for reporting complaints, incidents and near misses through a complaints and incidents management system.
- Responsibility for attending health and safety training as required.
- Responsibility for assisting with risk assessments.

**Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- Protect the council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
This job description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither inclusive nor exclusive and will be changed from time to time to meet changing circumstances and demands.
## Person specification

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential requirements</th>
<th>* M.O.A</th>
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<tbody>
<tr>
<td><strong>Skills, knowledge, experience</strong></td>
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<tr>
<td>1</td>
<td>Experience in a field related to public health or health and social care services as a practitioner.</td>
<td>I</td>
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<td>2</td>
<td>An understanding of and ability to work under the current Health and Social Care Act (e.g. safeguarding vulnerable adults; data protection, information governance)</td>
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<td>3</td>
<td>Experience of operating in a team, frequently handling escalations and queries.</td>
<td>A, I</td>
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<td>4</td>
<td>Good standard of IT literacy and comfortable working with data, dashboards and reports.</td>
<td>A, I</td>
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<tr>
<td>5</td>
<td>Proficient in the use of electronic systems, databases or other information system forms to support the public health managements of cases.</td>
<td>A, I, P</td>
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<td>6</td>
<td>Strong, effective verbal and written communication skills including a good telephone manner.</td>
<td>A, I</td>
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<td>7</td>
<td>Demonstrable experience of performance management recording, reporting and monitoring systems.</td>
<td>A, I</td>
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<tr>
<td><strong>Personal attributes and circumstances</strong></td>
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<tr>
<td>8</td>
<td>Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles</td>
<td>I, AC, P</td>
</tr>
<tr>
<td>9</td>
<td>Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour</td>
<td>I, AC, P</td>
</tr>
<tr>
<td>10</td>
<td>A demonstrable willingness to share information and work with other people.</td>
<td>I, AC, P</td>
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<tr>
<td><strong>11</strong></td>
<td>Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can</td>
<td>I, AC, P</td>
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<tr>
<td><strong>12</strong></td>
<td>A commitment to equal opportunities.</td>
<td>I</td>
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</tbody>
</table>
| **13** | Ability to work a 36 hour working week on a rota covering the following times:-  
- Monday to Friday 9am – 7pm  
- Saturday and Sunday 10am – 4pm | I |
| **14** | Flexible approach to working hours. | I |
| **Desirable requirements** |   |
| **15** | Recognised qualification in Infection Prevention and Control or equivalent experience. | A, I |
| **16** | Current registration with the relevant professional body (for example: Specialist Community Public Health (SCPHN) part of the NMC Register or UK PH Register for practitioners, membership of the Chartered Institute of Environmental Health, HCPC, GMC, GDC, BVA/RCVS, etc.) | A, I |
| **17** | Working towards registration with an appropriate health or science related professional body. | A, I |
| **Communication** |   |
| **18** | A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view. | A/I |
| **Qualifications** |   |
| **19** | Degree (Health or Science Related) or demonstrable equivalent experience or qualifications. | C, A |
| **Health and safety** |   |
| **20** | Ability to use equipment as instructed and trained  
Ability to inform management of any health and safety issues which could place individuals in danger | A/I |
| **21** | Ability to develop and follow risk assessments and safe systems of work. | I |
Method of assessment (*M.O.A)

A = Application form  C = Certificate  E = Exercise  I = Interview  P = Presentation  AC = Assessment Centre  T = Test

<table>
<thead>
<tr>
<th>Date</th>
<th>Approved by authorised manager</th>
<th>Designation</th>
</tr>
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<tbody>
<tr>
<td>07/07/2020</td>
<td>Rachel Gibson</td>
<td>Environmental Health Service Manager</td>
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</table>

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet all the necessary criteria of the person specification.
# Conditions of Service

<table>
<thead>
<tr>
<th><strong>Post</strong></th>
<th>Covid 19 Prevention, Management and Support Officer</th>
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| **Employment status** | 2x Two year Fixed Term Contract  
3x Permanent |
| **Grade** | Pay Band J / SCP 26 - 28 |
| **General** | The conditions in the National Joint Council for Local Authority Services (Green Book) will apply. |
| **Hours of work** | 36 hours per week (Monday to Sunday Rostered.)  
Monday to Friday – 9am – 7pm  
Saturday and Sunday – 10am – 4pm |
| **Salary** | £29,636 - £31,371 per annum |
| **Basic annual leave** | 180 hours per annum |
| **Medical** | The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination. |
| **Training** | The Council is a recognised ‘Investor in People’ and encourages training and development for all employees. |
| **Pension** | You are automatically entered into the Local Government Pension Scheme, unless you elect not to join. Employees with contracts of employment of less than three months are not eligible to join the scheme. Contributions rates are dependant on salary as per the contribution rates shown below. |
| **Childcare vouchers** | The Council is in partnership with a childcare voucher provider, Sodexo who offer existing members a salary sacrifice scheme. However, due to government changes the childcare voucher scheme closed to new entrants in October 2018. Therefore if you were not an existing member of Sodexo prior to October 2018, you will not be eligible to join. There is a government alternative to the Childcare Voucher Scheme called Tax Free Childcare. Further information can be found on the Government website. |
| **Car status** | Casual |
The table below sets out the contribution bands which will be effective from 1 April 2020. These are based on the pay bands for 2020/2021, with the result rounded down to the nearest £100.

<table>
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<tr>
<th>Pensionable Pay for an Employment</th>
<th>Main Section Gross Contribution</th>
<th>50/50 Gross Contribution</th>
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<tbody>
<tr>
<td>1 £0 - £14,600</td>
<td>5.50%</td>
<td>2.75%</td>
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<tr>
<td>2 £14,601 - £22,800</td>
<td>5.80%</td>
<td>2.90%</td>
</tr>
<tr>
<td>3 £22,801 - £37,100</td>
<td>6.50%</td>
<td>3.25%</td>
</tr>
<tr>
<td>4 £37,101 - £46,900</td>
<td>6.80%</td>
<td>3.40%</td>
</tr>
<tr>
<td>5 £46,901 - £65,600</td>
<td>8.50%</td>
<td>4.25%</td>
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<tr>
<td>6 £65,601 - £93,000</td>
<td>9.90%</td>
<td>4.95%</td>
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<tr>
<td>7 £93,001 - £109,500</td>
<td>10.50%</td>
<td>5.25%</td>
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<tr>
<td>8 £109,501 - £164,200</td>
<td>11.40%</td>
<td>5.70%</td>
</tr>
<tr>
<td>9 £164,201 or more</td>
<td>12.50%</td>
<td>6.25%</td>
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</table>

The pay ranges in the **Contribution rate** column of the table is increased on the 1st of April each year by applying the rate of pension increase applied to public sector pensions on the 1st of April that year and rounded down to the nearest £100.

If an active member has a permanent material change to his or her terms and conditions of employment which affects his or her pensionable pay, the employer may determine a different contribution rate to reflect that new annual pensionable pay. This can be either an increase or a decrease.
Exempted posts – Disclosure & Barring Service (DBS) disclosure

Knowsley Metropolitan Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

Certain posts are subject to a Disclosure & Barring Service check due to the nature of the work being undertaken. All candidates who are successful at interview for one of these posts will be asked to complete an application form for a ‘disclosure’ check by the Disclosure & Barring Service before the appointment is confirmed.

Whilst the council supports the rehabilitation of ex-offenders, it is obliged in the recruitment of all employees to use an Exemption Order of the Rehabilitation of Offenders Act 1974 in order to ensure safe recruitment to posts where working with children, vulnerable adults or other positions of trust are involved. If you apply for a post that is subject to a disclosure, you will be advised in the recruitment job pack. Having a conviction or a record of some type of unacceptable behaviour would not necessarily bar you from being appointed to the post as any decision to employ will be considered on the individual circumstances of each case.

If you are in doubt about what you should declare, you can ask advice from a member of the Human Resources Division 0151 443 3434.

Further information about the Disclosure & Barring Service, including how information is assessed in line with the Rehabilitation of Offenders Act 1974 can be found on their website: www.crb.gov.uk

Safeguarding

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline
Equality and Diversity sub groups

Knowsley Council has six established sub groups to support the equality and diversity agenda, details below.

The groups are supported by the Equality and Diversity Manager, Paul Peng who can be contacted on 443 3073.

**Knowsley Black and Minority Workers’ Group (KBMWG)**
The group's vision is to 'promote respect and value diverse cultures within Knowsley', and they are committed to challenging all forms of discrimination, racial harassment and bullying to promote race equality in employment and in the delivery of services.

**Disability workers' group**
This group meet to discuss issues surrounding disability within Knowsley. The council recognises that people are disabled by society and not their impairment. The group advises on all policy and procedure. They also provide a networking opportunity across the groups to discuss common issues and link with similar employee forums in other local authorities.

**Knowsley Carers Forum**
The group provides drop-in sessions for people who are carers. More and more of our workforce are juggling work and caring for someone they love. This can be a difficult time. The group aims to offer information and support.

**Knowsley Lesbian, Gay, Bisexual and Transgender Forum**
The group aims to promote the council positively as an employer which is supportive of the LGBT workforce, as well as promoting LGBT within the larger community.

It acts as a consultation forum on new and existing policies and strategies and participates within equality impact assessment processes with the view to improving and influencing change. Through the group there is a robust and systematic process for exchanging ideas, problem solving and information sharing, this then raises awareness and reduces discrimination within the workplace.

**Knowsley Multi-Faith and Belief Group**
The group is a welcoming and caring community of people who value faith and belief in the workplace, and meet to explore and express these values and provide opportunities for others to do so.

Our aims are to:

- Celebrate and increase the appreciation of faith and belief in the workplace.
- Offer support and community to colleagues who have a personal faith or who are seeking to explore their beliefs.
- Challenge prejudice and inappropriate behaviour in relation to faith and belief in the workplace, where necessary.
Women's operational workers’ group

The group’s primary focus is the consideration of women's equality issues relative to every aspect of employment and service delivery.

It provides advice and guidance which contributes to the Equality and Diversity agenda of Knowsley Council, particularly as women make up the majority of the total workforce.

The Women's Operational Workers' Group provides feedback in relation to council policies, procedures and strategies to the equality and diversity implementation group. The group also promotes International Women's Day.

Equality and diversity information is available to view on Knowsley MBC

https://www.knowsley.gov.uk/your-council/policies,-plans-and-strategies/people/equality-diversity