

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Place	SERVICE GROUP: Neighbourhood and Customer Services
POST TITLE: Covid Support Worker	REPORTS TO: Hub Co-ordinator
GRADE: Band 6	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key purpose of post:

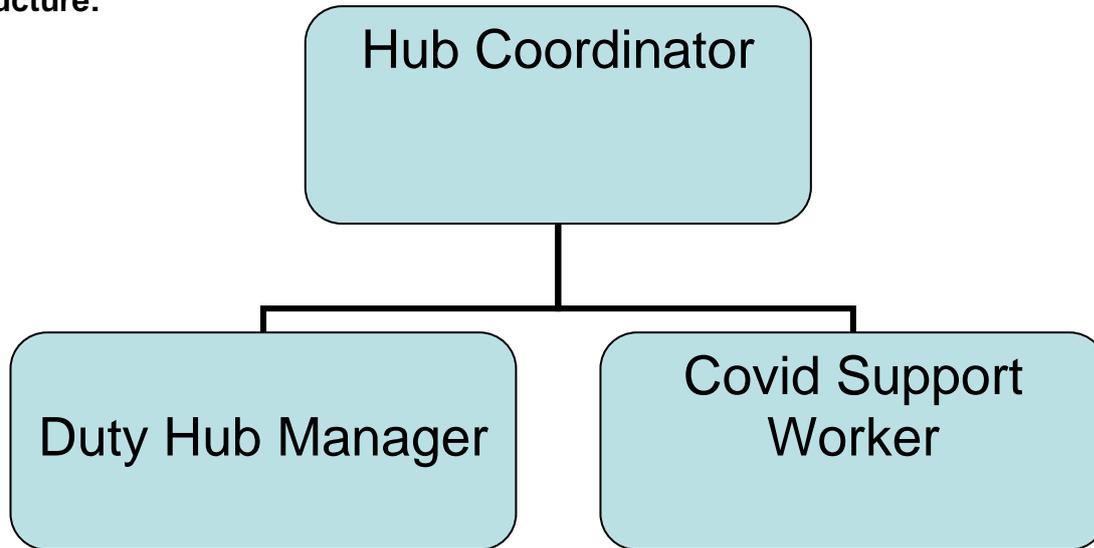
- Support the Council's response to the Covid pandemic by using a range of approaches to promote compliance with guidelines and the law relating to Covid.
- Educate and engage residents, businesses and other organisations to encourage them to take more responsibility to change their behaviour in relation to Covid.
- Provide a patrolling and reassurance role, acting as the 'eyes and ears' of the Council, promoting a positive image of the Council.

Main responsibilities of post:

1. Patrol the city centre, local town centres, neighbourhoods, parks, cemeteries, other open spaces and areas of high footfall across the district in order to provide reassurance and identify Covid-related and community safety issues that need to be addressed.
2. Provide a mobile quick response around Covid 19 issues.

3. Provide information, advice and support to residents and businesses and signpost them to facilities such as testing centres, services and organisations as appropriate. Encourage residents and businesses to adopt a Covid secure approach to all their work and daily activities.
4. Inform, educate and persuade a range of stakeholders, including community organisations, schools and faith-based organisations, to operate in accordance with Covid guidance and law.
5. Talk to business owners and customers about some of the key measures to reduce the spread of the virus and encourage businesses to implement these, ensuring compliance by undertaking follow up monitoring visits.
6. Door knock at properties where people have tested positive to encourage and support them to self-isolate. Meet the practical needs of individuals and families who are self-isolating, talk to them to understand their additional support requirements and connect them to the relevant services or voluntary and community sector organisations. Undertake shopping and other tasks as required.
7. Visit residential properties in areas where the infection rate is higher to encourage people to do home tests. This will involve delivering and collecting home test kits and providing advice and guidance.
8. Deal with complaints from the public about Covid 19 and escalate cases to Environmental Health, Licensing and the Police or other agencies when necessary.
9. Maintain accurate records of activities, incidents and issues, and of follow-up actions and their results, using handheld technology. Gather evidence where necessary.
10. Attend briefings and debriefings ensuring that all relevant information is shared.
11. Participate fully in training, including tier 3 Public Health England training.
12. When required and duty-related, provide witness statements and participate in the judicial process, including appearing before court.
13. Offer support and advice to the public in distress, without being directly involved in or responsible for, their welfare. Call for emergency assistance as required.
14. Work in accordance with agreed protocols, procedures and regulations, including those on Covid 19, communication, health and safety and conduct and behaviour. Comply with relevant local and national statutes, regulations and policies.

Structure:



Special Knowledge Requirement. Will be used for shortlisting.

Essential

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

Due to the Government's 'Fluency in English Duty' for posts where employees speak directly to members of the public, the post holder is required to meet the 'Advanced' threshold level as the post requires a greater level of sensitive interaction with the public. The person will need to demonstrate during the interview that:

- a) they can express themselves fluently and spontaneously, almost effortlessly and
- b) only the requirement to explain difficult concepts hinders a natural, smooth flow of language.

X

Awareness of problems that will impact on residents.

X

Able to use a range of IT packages, including on Smartphones.

X

Able to follow working practices, rules and procedures.

X

Good listening and speaking skills with both individuals and groups of people. To be persuasive and able to encourage changes of behaviour.

X

Understands the importance of confidentiality and data protection.

X

Able to be assertive and to question and challenge to obtain information

X

Able to write short sentences, to enable you to accurately record information related to your work.

X

Able to cope with difficult and stressful situations.

X

Able to diffuse difficult and potentially harmful situations, where appropriate.

X

Able to develop positive relationships and networks with residents, businesses and other workers.

X

Relevant experience requirement: Will be used for shortlisting

No specific requirements.

Relevant professional qualifications requirement: Will be used for shortlisting

Good literacy and numeracy skills

Core Employee competencies to be used at the interview stage		
Carries Out Performance Management		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
<p>While all post holders may be required to operate in any area depending on the needs of the service, post holders will generally be assigned to a particular area and should appreciate that the particular duties, composition of these and special conditions of service may vary according to their location.</p> <p>Post holders will be expected to work unsocial hours, including weekends.</p> <p>Post holders will be required to work in inclement weather and patrol on foot including high footfall areas.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.</p>		
Special Conditions:		
Management require that the following checks be carried out as part of the recruitment process: DBS check. You may also be required to complete police vetting.		
Compiled by: LW	Grade Assessment	Post Grade: Band 6
Date:	Date: 18.09.20	