

London Borough of Lambeth

JOB DESCRIPTION

Job Title: Programme Lead (Covid Response)

Department: Adults and Health

Division: Public Health

Grade: PO8

Responsible to: Associate Director, Covid-19 Response

Responsible for: Management of Lambeth Local Contract Tracing Service Coordinator and a team of 25 contact tracers and testing staff.

Main purpose of post

1. To improve the health and wellbeing of people in the borough and reduce health inequalities through strategic leadership focusing on the Covid-19 pandemic response
2. To be the strategic and operational lead for the Lambeth Local Contact Tracing service, ensuring the delivery of a high-quality local contact tracing service aimed at increasing levels of self-isolation among our residents exposed to Covid, increasing the intelligence gathered about contacts and locations prior to and during their infectious period.
3. To lead and influence the strategy, direction and performance of the contact tracing service, and other services, including Covid-19 testing, developed in response to the pandemic, in accordance with the Council's Business and the outbreak control plan and making best use of the financial grants and resources devolved to Public Health for Covid response.
4. To work with colleagues to understand the strategic implications of data and intelligence coming from Contact Tracing, Testing, Covid-19 Situations and other existing Council data sources and how to best use this data to achieve PH outcome.
5. To develop and maintain positive relationships with relevant NHS and council colleagues, voluntary and community organisations, elected members, environmental health response, education services.
6. Develop and manage the performance of the local contact tracing service taking necessary actions to improve quality and local added value of the service.

Key Accountabilities

1. To work with other managers and staff within the directorate, the Council and other agencies in developing public health services as a response to Covid-19

(including contact tracing and Covid-19 testing services) as well as other Council services that respond to the pandemic. This includes working closely with public health colleagues in developing evidence-based practice.

2. To manage and direct the Contact Tracing Service Coordinator and, where required, local Council Covid-19 testing managers, monitoring their performance, managing their workload, and allocating resources appropriately to optimise service provision across the hours of operation, reporting on performance.
3. Synthesise complex data from across the whole system and use intelligence and evidence to underpin service development and delivery of outcomes.
4. To be accountable for the use of resources to ensure best value including contributing to the corporate budget setting process, and being responsible for all allocated budgets for the contact tracing service ensuring that budgets are not exceeded, services are sufficiently resourced to meet demand and financial and budgetary controls set by the organisation are respected.
5. To develop and implement strategies for promotion of a positive image of the Contact Tracing service, Covid-19 testing services and the image of the Council generally to stakeholders and other agencies.
6. Drive best practice in all aspects of customer care and customer service and ensure services are developed and delivered in consultation with service users.
7. To monitor and manage the changing needs of the service, making recommendations for service improvement and implementing those improvements to the satisfaction of residents and to continuously review the quality of service delivery and take action to ensure the improvement of services to required standards.
8. To produce complex reports and guidance documents on a wide variety of issues including performance matters and reports for presentations at senior level.
9. Work in new and challenging situations that require innovative solutions on diverse subjects which have extensive implications for current council policies or services.
10. Demonstrate strong collaborative working with colleagues and stakeholders across a wide range of different areas including the council, CCG, Public Health England, DHSC, health and social care providers and voluntary and community sector
11. To manage the process of co-production to generate solutions to cross-cutting and complex policy challenges, in particular public health solutions to the challenges of the Covid-19 pandemic taking account of the potential for exacerbation of existing health and social inequalities.

12. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes the Data Protection Act, the Health and Safety at Work Act, Equalities and Diversity, Standing Orders and Financial regulations.

13. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults

14. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.

15. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

16. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

**London Borough of Lambeth
Adults and Health
Programme Lead (Covid Response)
Grade: PO 8**

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confidence Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) (Programme Lead (Covid Response) on the person specification when you complete the application form.</p>			Essential Shortlisting Criteria
Qualification	Q1	Education to degree level or equivalent experience.	A✓
Key Knowledge	K1	Extensive knowledge of the strategic and financial challenges facing local government, Clinical Commissioning Groups and the NHS	A✓
	K2	Extensive knowledge of public health, and/or health and social care services	
	K3	Understanding of the key issues relating to the delivery of health and social care services for adults, especially contact tracing services, telephone and digital help and care services or similar	A✓
	K4	Knowledge of key council and national safeguarding policy	A✓
Relevant Experience	E1	Experience of developing and delivering health and/or social care services, demonstrating service improvement and positive impacts for residents and neighbourhoods	A✓
	E2	Experience of working with a wide range of internal and external partners working together to deliver and improve services	A✓
	E3	Experience of managing teams to achieve significant, sustainable improvements and positive outcomes	
	E4	Able to analyse data to solve problems and inform service development	A✓

Core Behaviours	B1	<p>Focuses on People is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people.</p> <ul style="list-style-type: none"> • Being open to challenge our processes that are not achieving its aims and action where things are not working. • Being equalities focused organisation and consulting before making decisions • Corporate vision on our expectations of providing a good service 	
		<p>Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Setting a good clear vision and culture • Leading by example by setting an innovative culture • Empowering your managers and staff to be accountable for their work 	
		<p>Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> • Working collaboratively with other Councils, local businesses and organisations providing excellent service • Being a role model and showing collaborative behaviour, e.g. listening to opinions and building consensus in meetings 	A✓
		<p>Communicates Effectively is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Defining expectations and supporting teams to understand the council's vision, being clear on what success looks like • Motivating and engaging staff • Creating a culture of celebrating success 	

		<p>Focuses on results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right</p> <ul style="list-style-type: none">• Understanding the bigger picture and how things work together• Creating clear definitions of outcomes, establishing a clear line of sight from the Borough Plan, strategic priorities and outcomes to business plans• Allocating resource whilst thinking about how it affects local people	<p>A✓</p>
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