

 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			LFTSO/91220
Job Title	<i>Lateral Flow Testing Support Officer</i>		
Service	<i>Adult Social Care &amp; Health/ Public Health</i>	Team	<i>Lateral Flow Testing</i>
Location	<i>Shute End/Localities</i>		
Reports to	<i>Project Officer/Team Lead</i>		
Grade:	Type of position:	Hours per Week:	
<i>Grade 5</i>	<i>Fixed Term/Casual variable subject to contract</i>	<i>Variable subject to contract</i>	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

#### **Service Purpose**

Adult Social Care & Health ensures delivery of high quality support and protection to vulnerable adults within the Borough. The central aim of the Public Health service in Wokingham is improve the health of local residents, reduce differences between life expectancy, and improve healthy life expectancy.

The Adult Social Care COVID 19 Lateral Flow Testing Service has been set up in response to the evolving situation with Coronavirus in the UK. The primary function of the service, is to work collaboratively with customers, partners and other stakeholders to:

- reduce the likelihood of outbreaks of COVID-19 through rapid testing (LFT) of care home visitors and referred persons to the service

#### **General Description of the job**

May include any or all of the following roles to support the Lateral Flow Testing process:

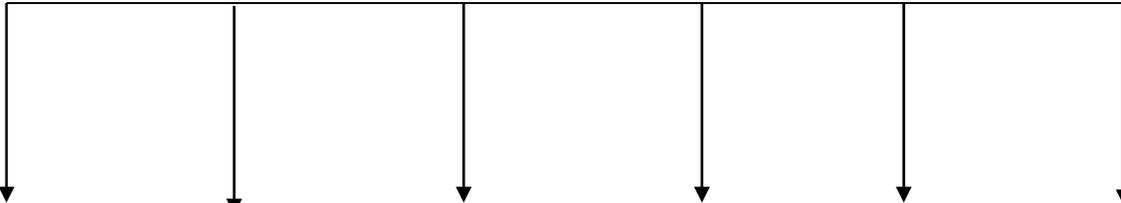
- To provide administration support and reception support
- To provide customer service to those individuals seeking to use the testing service
- To provide instruction to individuals on the Lateral Flow Testing Service
- Process the Lateral Flow Test swabs to result
- Data entry and validation of results
- To clean the Lateral Flow Testing area to the required standard
- To report to Site Lead/Team Manager any issues in and around the testing site or process
- General support for the Lateral Flow Testing process, site and team

**Organisation Chart**

LFT Project  
Manager



Team Lead



*Lateral Flow  
Testing Support  
Officer  
Registration x 2*

*Lateral Flow  
Testing  
Support Officer  
Admin Support*

*Lateral Flow  
Testing  
Support  
Officer  
Testing x 2*

*Lateral Flow  
Testing  
Support  
Officer  
Cleaning*

*Lateral Flow  
Testing  
Support  
Officer  
Processing*

*Lateral Flow  
Testing  
Support  
Officer  
Results*

## **Main Accountabilities of the post**

### Registration

1. Greet individuals at arrival
2. Maintain an orderly entrance to site, including ensuring all individuals are maintaining social distance
3. Provide instructions for what to expect at the Lateral Flow Testing centre, including explanation of sample testing kit
4. Ensure all individuals have completed the relevant consent form
5. Provide individuals with the test kit and directions to privacy booths
6. Once individual has taken the swab test, provide guidance to them for online registration for input and access to their data
7. Ensure all individuals have registered the bar code for the test they have been given
8. To act as a focal point for the team and keep updated of all team movements

### Admin Support

1. Co-ordinate service booking system
2. Data input
3. Liaising with referrers (care home providers)
4. Responding to incoming queries

### Testing

1. Oversee the testing of individuals, who will be performing the test themselves as a 'self-swab' (Employee is not required to administer the swab)
2. Provide instruction and guidance in effective test taking
3. Clean testing booths in between each individual use
4. Direct individuals to the next stage

### Processing

1. Process the Lateral Flow Test swab
2. Complete the validation of the loading of the sample onto the cartridge
3. Responsible for the Lateral Flow Device (LFD) process
4. Prepare and load the sample

5.	Time the evolution of the test to results
6.	Ensure barcode and result is passed to the Results Recorder?
7.	Mark the test with pen
Results	
1.	Responsible for the data entry of results for sharing with the national Lateral Flow Testing (LFT) programme
2.	Work with Processing to ensure validity of data and results
3.	Notify care homes of individual's results
Cleaning	
1.	Clean designated facility areas (sweeping, mopping, spray cleaning)
2.	Notify management of occurring deficiencies or needs for hygiene attention
3.	Clinical waste management
4.	Liaise with the Operational Property Team as required
General	
1.	To establish and maintain administrative procedures
2.	Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.
3.	To receive enquiries. Establish the nature of the query, generally respond directly or pass on accurate information to Team Manager/Site Leads, working to agreed quality standard
4.	Uphold the Customer Care Charter at all times and work professionally in accordance with the Council's policies, procedures, standing orders and financial regulations
5.	Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility
<b><u>Additional Corporate Responsibilities</u></b>	
1	<b>High Support, High Challenge:</b> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	<b>Special Factors:</b> It is a requirement for all staff to : adhere to required level of PPE as defined by the Standard Operational Procedures (SOPS) – WBC will provide adhere to social distancing measures within WBC's COVID secure environment

	immediately report any incident or risk to the Team Lead, in line with the Standard Operational Procedures (SOPS)
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<b><u>Scope</u></b>		
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<b>Resources</b>	Facilities, equipment or systems within overall span of control	None
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<b>DBS Check required</b>	No	
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## **Values Profile**

### **One Team**

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

### **Value & Pride**

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focussed on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

### **Trust & Respect**

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

### **Customer Service Excellence**

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

### **Leadership & Management**

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organisation
- Promotes & builds the Council's reputation as a first class employer & service provider

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- Proactively seeks feedback on own performance and how impacts on others

#### **Finance & Value for Money**

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

#### **Political Engagement**

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes self available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

#### **Personal & Professional Development**

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

<b>Person Specification</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
5 GCSE level (A*-C) to include English, or equivalent (or appropriate experience)	X	
<b>Technical Skills</b>	<b>Essential</b>	<b>Desirable</b>
Proficient in MS Office i.e. able to use the majority of the systems functions without assistance. Utilises information and communications technology to access and communicate information	X	
Ability to produce letters, emails, presentations and documents	X	
Numeracy – works accurately with figures, e.g. calculate %, cross checking data	X	
Attention to detail and accuracy	X	
Displays accurate keyboard skills, rapid data input	X	
Communicates effectively with people at different levels using all access channels	X	
Good organisational skills	X	
Work effectively under pressure in a busy, diverse and demanding work environment	X	
Well-developed listening skills and the ability to assimilate information	X	
Proven ability in capturing, storing and accurately retrieving information to meet service needs	X	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Familiarity with local government services		X
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Previous experience in office administration		X