



**Test and Trace**

# **WORKFORCE**

**VERSION 2.4**

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# CORE ROLES

These roles represent the jobs that people will arrive at sites having been brought in for. The next 3 slides explain the position that people within these roles are then expected to be trained in. It is presumed that each person within a role will be able to fill in any of the positions but will be expected to carry out one position at any given time. Full job descriptions can be found in the appendix of this PowerPoint and Word document version are available

ROLE	KEY RESPONSIBILITIES
<p><b>Team Leader</b></p>	<p>Responsible for the overall on-site operations at the test site, including day-to-day workforce management. Several Supervisor or Deputy Team Leader roles may be needed for larger sites – this should be designed at a site level. It is advised the span of control does not exceed 15 people on per supervisor role.</p>
<p><b>Site Operative</b></p>	<p>Helping manage the site and supporting subjects through the testing process. From queue management, to registration and supporting testing. The role has three positions: Queue Coordinator, Registration Assistant, and Test Assistant.</p>
<p><b>Testing Operative</b></p>	<p>Conducting the processing and analysis of tests to ensure the process is conducted accurately and uploaded to the system. The role has two positions: Processing Operative, and Results Recorder. Results will be passed on to existing Local Contact Tracers or coordinated with the national programme.</p>

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# TEAM LEADER

Roles, positions and responsibilities may need to be adapted on a site-by-site basis depending on the size and target throughput of your test sites. Roles and positions can be performed by the same person (if appropriate).

STAFF POSITION	KEY RESPONSIBILITIES
<p><b>Team Leader</b></p> <p>Several Supervisor or Deputy Team Leader roles may be needed for larger sites – this should be designed at a site level. It is advised the span of control does not exceed 15 people on per supervisor role</p>	<p><b>Responsible for the overall on-site operations at the test site, including day-to-day workforce management</b></p> <ul style="list-style-type: none"> <li>• Running day-to-day operations including adverse incident reporting, on-site workforce management, managing site health &amp; safety and receiving and managing stock</li> <li>• Point of escalation for any issues on site, and escalates to local public health officials as appropriate</li> <li>• Ensure adherence to SOP and clinical guidance is maintained throughout operations</li> <li>• Responsible for safety and security of the site</li> <li>• If subjects raise any data privacy concerns, directs subjects to the Data Privacy Notice which explains how we will use their data (<a href="https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information">https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information</a>)</li> <li>• Responsibility for the quality and risk management of the testing and regularly checking that the site meets the standards required</li> </ul>

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# SITE OPERATIVE

Roles, positions and responsibilities may need to be adapted on a site by site basis depending on the size and target throughput of your test sites. Roles and positions can be performed by the same person (if appropriate).



STAFF POSITIONS	KEY RESPONSIBILITIES
<b>Queue Coordinator</b>	<p><b>Ensures orderly entry of subjects onto the testing site.</b></p> <ul style="list-style-type: none"> <li>• Ensures crowd control and social distancing is maintained in subject queueing areas</li> <li>• Monitor subjects in the queue who are showing symptoms of COVID and acts accordingly if they are</li> <li>• In case of long queue, encourages people in line to start registering online</li> <li>• Supports general site set up, including appropriate signage to manage subject flow</li> </ul>
<b>Registration Assistant</b>	<p><b>Responsible for ensuring subjects have registered and are eligible for testing.</b></p> <ul style="list-style-type: none"> <li>• Greets subject at arrival, asks them to sanitise hands and ensures the subject is eligible for asymptomatic testing</li> <li>• Aids the subject in registering for the test if they are unable to</li> <li>• Provides assistance for people who might not have the relevant digital information such as phone number and email address</li> <li>• Guides people who are coming and for a valid reason need to test anonymously</li> <li>• 'Drip feeds' subjects into testing area, ensuring testing area does not exceed maximum capacity</li> <li>• Communicate to test subjects the purpose of participating in testing at your site and the testing journey.</li> </ul>
<b>Test Assistant</b>	<p><b>Provides guidance to subjects on swabbing as requested and ensures cleaning of booths.</b></p> <ul style="list-style-type: none"> <li>• Directs subject to available testing stations and directs them to the exit when they are finished</li> <li>• On hand to provide subject with additional verbal instructions if required</li> <li>• Provides regular cleaning to testing stations throughout day (subjects are also ask to self-clean between each test)</li> </ul>

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# TESTING OPERATIVE

Roles, positions and responsibilities may need to be adapted on a site by site basis depending on the size and target throughput of your test sites. Roles and positions can be performed by the same person (if appropriate).



STAFF POSITIONS	KEY RESPONSIBILITIES
<p><b>Processing Operative</b></p>	<p><b>Prepares test sample for analysis and interprets result.</b></p> <ul style="list-style-type: none"> <li>• Sets up sample for analysis, and pipettes reagent to sample</li> <li>• Times the sample analysis</li> <li>• Await and read result displayed, and mark it on device</li> <li>• Provides to Results Recorder to upload to digital platform</li> </ul>
<p><b>Results Recorder</b></p>	<p><b>Collates results from Processing Operatives and uploads to digital solution.</b></p> <ul style="list-style-type: none"> <li>• Reads test result outcome (marked by Processing Operative)</li> <li>• Enters result onto a managed device, including scan of QR code (result is automatically sent to Test &amp; Trace)</li> </ul>

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# **WORKFORCE CONSIDERATIONS**

There are general consideration that should be made for the site

- Staff should disable the Test & Trace app when working on the test site.
- There is no requirement for staff to have DBS checks as long as in settings where ones are required (Social Care, Schools) relevant people from the organisation are there to ensure safeguarding
- There will be no reporting facility for sites to extract training data for privacy reasons. Instead, staff can take a screenshot upon completing/passing the assessment as proof of training completion.
- For staff onsite it is a suggested that they are marked as staff using badges or hi-vis but this is at the discretion of the site to work out how best to show someone is staff in the context of the site and if it is needed

ROLES, POSITIONS AND RESPONSIBILITIES:

# STAFFING ACCESSIBILITY CONSIDERATIONS

## STAFFING CONSIDERATIONS

### Skillset

- For recruitment we suggest ideally aiming to recruit staff who speak multiple languages

### Attire

- A visual indicator (e.g. badge, sticker) of additional languages spoken
- A visual indicator of staff (e.g. certain colour t-shirt)
- Personal Protective Equipment

### Mindset

Staff should consider the following when interacting with individuals:

- To avoid rushing people through the process, everyone has a different speed
- To offer assistance when someone appears lost or confused
- To consider that this is a period of increased anxiety for individuals
- If providing assisted registration, treat all personal information as confidential and serious

**ROLES, POSITIONS AND RESPONSIBILITIES:**

# PPE REQUIREMENTS

PPE should be changed whenever staff members leave and re-enter the test site area (per session) or if protective properties are compromised or contaminated.

Processing Operatives must change gloves between samples.

Position	Disposable gloves	Disposable plastic apron	Fluid-resistant (Type 11R) surgical mask (FRSM)	Eye protection (Goggles or visor)
Registration Assistant	×	×	✓	×
Test Assistant	×	×	✓	×
Processing Operative	✓	✓	✓	✓
Results Recorder	×	×	✓	×
Queue Coordinator	×	×	✓	×



# REQUIRED ONLINE TRAINING

Online training modules for each staff member

	<b>Module 1</b> LFD Process	<b>Module 2</b> LFD results recording	<b>Module 3</b> PPE & Infection control	<b>Module 4</b> Guiding subject through swabbing	<b>Module 5</b> Train the trainer
<b>Team Leader</b>	✓	✓	✓	✓	✓
<b>Registration Assistant</b>	✗	✓	✓	✗	✗
<b>Test Assistant</b>	✓	✗	✓	✓	✗
<b>Processing Operative</b>	✓	✓	✓	✓	✗
<b>Results recorder</b>	✓	✓	✓	✗	✗
<b>Queue Co-ordinator</b>	✗	✗	✓	✗	✗
<b>Other Role</b>	✗	✗	✓	✗	✗

# JOB DESCRIPTIONS: TEAM LEADER

<b>Job Title</b>	<b>Team Leader</b>	
<b>Job Overview</b>	The Team Leader is responsible for the overall on-site operations of the test site, including delivery of testing services, ensuring adherence to health and safety protocol and day-to-day workforce management.	
<b>Responsibilities &amp; Duties</b>		
<ul style="list-style-type: none"> <li>• Opens and closes site each day, including making the daily Go/No Go on testing operations</li> <li>• Runs day-to-day operations including on-site workforce management, managing site health &amp; safety and receiving and managing stock</li> <li>• Point of escalation for any issues on site, escalates to local public health officials as appropriate</li> <li>• Provides people support to Site and Test Operative roles</li> <li>• Ensures all resource have arrived for shift and escalates no shows</li> <li>• Cascades new information to all team members</li> <li>• Ensures adherence to SOP and clinical guidance is maintained throughout operations</li> <li>• Responsible for the quality and risk management of the testing and regularly checking that the site meets the standards required</li> </ul>		
<b>Preferred Experience</b>	<b>Desired Skills and Traits</b>	
<ul style="list-style-type: none"> <li>• Experience overseeing an operational workforce and day-to-day people management</li> <li>• Experience in managing compliance against regulatory guidelines preferred</li> <li>• Experience managing operations in a Participant facing environment</li> <li>• Candidates with management experience at events and or in leisure and hospitality settings would be highly suitable</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to lead multi-faceted teams in a fast changing environment</li> <li>• Strong stakeholder management and communication skills</li> <li>• Problem solving skills with strong ability to make quick decisions</li> <li>• Ability to keep calm under pressure</li> </ul>	

# JOB DESCRIPTIONS: SITE OPERATIVE

<b>Job Title</b>	<b>Site Operative</b>	
<b>Job Overview</b>	The Site Operative is a Participant-facing role responsible for supporting the Participant through the end-to-end testing experience and supporting wider site operations. Working across a number of positions, key activities include managing social distancing through orderly queuing, supporting Participants through registration, providing verbal guidance on the testing process and regular cleaning of the site.	
<b>Responsibilities &amp; Duties</b>		
<ul style="list-style-type: none"> <li>• Ensures social distancing is maintained in subject queueing areas and identifies and asks symptomatic subjects to leave the site</li> <li>• Greets Participants at arrival, asking them to sanitise hands and ensures the subject is eligible for testing</li> <li>• Directs subject to available testing stations and then the following completion of swabbing</li> <li>• Provide verbal instruction on how to complete self-swabbing</li> <li>• Deals with Participant queries, and supports Participants with accessibility requirements as appropriate</li> <li>• Supports general site set up and maintenance, including supplies management and regular cleaning of testing stations throughout the day</li> </ul>		
<b>Preferred Experience</b>	<b>Desired Skills and Traits</b>	
<ul style="list-style-type: none"> <li>• Experience in a fast-paced, Participant-facing environment</li> <li>• Experience working with members of the public/patients, preferably including crowd control</li> <li>• Experience working at events and leisure &amp; hospitality</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated strong interpersonal skills – facilitating the ability to give clear and concise instructions</li> <li>• Demonstrated ability to work flexibly – providing support across different roles where necessary</li> <li>• Strong attention to detail and communication skills</li> <li>• Fairly digitally savvy (for use of the on-site application)</li> <li>• Must be able to thrive in a fast-paced environment and physically stand for several hours</li> </ul>	

# JOB DESCRIPTIONS: TESTING OPERATIVE

<b>Job Title</b>	<b>Testing Operative</b>	
<b>Job Overview</b>	The Testing Operative supports the preparation and analysis of test samples, and recording of results. The safety of the workforce and Participants is the foremost priority for all testing operations; full PPE and strict infection control measures will be employed in order to ensure a safe working environment at all times	
<b>Responsibilities &amp; Duties</b>		
<ul style="list-style-type: none"> <li>• Receives sample and prepares for analysis, including application of reagent</li> <li>• Times sample and indicate when ready for sample analysis</li> <li>• Reads the result on test device and marks result on device</li> <li>• Enters result onto a digital or manual solution</li> <li>• Ensure safe clinical measures, including practicing of social distancing and donning and doffing of PPE, of all times</li> </ul>		
<b>Preferred Experience</b>	<b>Desired Skills and Traits</b>	
<ul style="list-style-type: none"> <li>• Experience in clinical settings preferred but not essential</li> <li>• Experience in understand and following Standard Operating Procedures</li> <li>• Experience with data recording/entry - comfortable using digital technology to record results</li> </ul>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills and ability to work under pressure in a fast paced environment</li> <li>• High attention to detail and strong time keeping skills</li> <li>• Ability to follow the strict guidelines and procedures required</li> <li>• Must be able to thrive in a fast-paced environment, including physically standing for protracted periods</li> </ul>	