



Test and Trace

COMMUNITY TESTING SUPPORT

WORKFORCE BLUEPRINT

VERSION 2.6

10 December 2020

VERSION CONTROL

VERSION	DATE	CHANGES
2.6	10/12/2020	Updated FAQ's to reflect employer liability; tracing after confirmatory PCR; furloughed staff, use of clinical staff in test sites
2.5	03/12/2020	<p>Changes to reflect the updated Clinical SOP 2.6</p> <ul style="list-style-type: none"> • Testing operative role to reflect results logging • Site specific requirements – under review to reflect PCR testing requirement • Testing FAQ - to reflect requirements for a follow up test on the same day • Added FAQs on HR, testing, results logging, training, and general (including from the calls with Kirklees)
2.4	01/12/2020	<p>Additional materials added to the document:</p> <ul style="list-style-type: none"> • Added Executive Summary • Slide on the Workforce Checklist • Updated numbers on Workforce Supply Options (Heatmap) • Update to Testing FAQ to reflect recommended PCR tests, rather than offered
2.3	30/11/2020	<p>Additional materials added to the document:</p> <ul style="list-style-type: none"> • Slide on the Voluntary Sector Network • Slide on Crown Commercial Services (CCS) framework • Slide on Workforce Costs • Updated numbers on Workforce Supply Options (Heatmap) • Update to Training Schedule of Modules: Module 5 Train the Trainer

CONTENTS

1. Executive Summary
2. Testing Roles and Process
3. Workforce Plan
4. Additional Workforce Sources
5. Tester Training
6. Supporting Local Authorities
7. Frequently Asked Questions
8. Role Descriptions
9. Workforce Checklist

Please note that this document should be used in conjunction with the latest Clinical Standard Operating Procedure (SOP), and the Site Set Up guidebook

Executive Summary

The **Community Testing Programme** is a major new tool to support our work with regional governments and local authorities to support their wider strategies for tackling the virus. We will work with local authorities in England in Tier 3 areas to support them in reducing the spread of the virus. This will help them get out of the toughest restrictions as fast as possible.

Community testing using rapid **Lateral Flow Devices (LFD)** can help identify people who are infected but asymptomatic and unaware that they might be spreading the disease. Once identified, we can trace their contacts, support them to isolate and prevent transmission to others. Identifying infectious individuals early and ensuring they isolate can significantly reduce transmission of the virus and break transmission chains.

Pilots for community testing in **Liverpool and Merthyr Tydfil** are showing a positive impact. This programme is similarly intended to support those local areas that want to engage in wider community testing to meet the needs of their citizens. Local Directors of Public Health will be able to develop approaches that will work for their community, with national support and funding.

The Department of Health and Social Care (DHSC), working with the Ministry of Defence (MoD), and other stakeholders have established **nine regional assistance teams** to support Local Authorities (LA) in their efforts to support testing in the community. This Workforce Blueprint is a tool to support local communities in developing test sites and increasing the access to testing in their areas.

The core purpose of this blueprint is to help LAs understand the **workforce requirements** needed for the deployment of lateral flow device (LFD) testing in the community. Please read through it, use it to plan your test sites, and get in touch if you have any questions or need further support.

More detail on the programme: [Community testing: a guide for local delivery](#)

REGIONAL TO LOCAL SITE MANAGEMENT NETWORK



Test and Trace

Regional Partnership Team

Regional
Convenor
(DHSC)

Regional
Lead (JBC)

Regional
Director Public
Health (PHE)

NHS liaison
role (NHS)

FAQ TEAM
HELPDESK

Regional Assistance Team

- Identify priority for LA support:
- Additional coordination and planning provided by MoD.

Local Authority – core functions

LA COO

DPH

Prog Mgr

Site and
Waste Mgr

Supplies
Mgr

Trace Mgr

Workforce
Mgr

Logistics
Mgr

PR &
Comms

MI Mgr

Based in local authority offices

Local Liaison Team

- Assist in LA Planning
- Will develop further planning capability and workforce sources

Key

Military

PHE

DHSC

Other

Lateral Flow Test Sites

Team
Leader

Site
Operatives

Test
Operative

Security

DHSC has developed nine Regional Partnership Teams supported by Regional Assistance Teams, both of which will support Local Authorities in Tier 3 prepare themselves to rollout lateral flow testing.

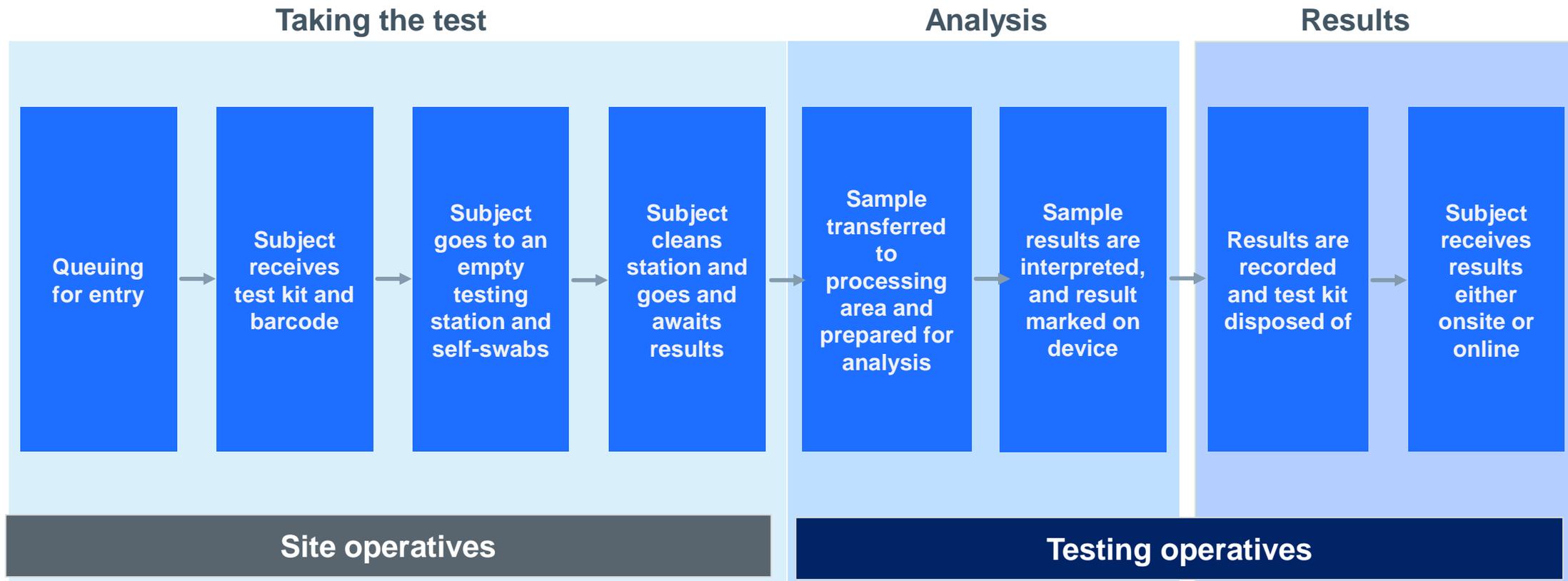
We recommend Local Authorities assign leads to oversee and coordinate core functions that will support the development of individual test sites and enable them to deliver testing daily.

INTRODUCING THE TESTING ROLES AND PROCESS



THE TESTING PROCESS

The workforce plan is based on **the customer journey**, and the steps required by the **clinical standard operating procedure (SOP)**. This drives the **roles we have developed** which follow in the next slides. Sites must also comply with, and demonstrate how they are ensuring compliance with the 2 metre rule on **social distancing** e.g. work-space layout, signage, briefings, and on-boarding. It is expected that Test Site Leads will remind on-site teams at their daily briefings.



TESTING & TRACE ROLES

ROLE	KEY RESPONSIBILITIES
Team Leader	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 per supervisor role.
Site Operative	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.
Testing Operative	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 (Optional)	Communicates directly with individuals who have received a positive COVID-19 result to identify close contacts who may be at risk. Ensures index cases continues to self isolate, and advise they reach out to those they have been in contact with. Cases are initially managed at a national tracing level before being triaged to Local Contact Tracers if unable to make contact with cases.

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>Team Leader</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>Responsible for the overall on-site operations at the test site, including day-to-day workforce management</p> <ul style="list-style-type: none"> • Running day-to-day operations including on-site workforce management, managing site health & safety and receiving and managing stock • Point of escalation for any issues on site, and escalates to local public health officials as appropriate • Ensure adherence to SOP and clinical guidance is maintained throughout operations • Responsible for safety and security of the site • If subjects raise any data privacy concerns, directs subjects to the Data Privacy Notice which explains how we will use their data (https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information) • Responsibility for the quality and risk management of the testing and regularly checking that the site meets the standards required



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



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
Processing Operative	<p>Prepares test sample for analysis and interprets result.</p> <ul style="list-style-type: none"> • Sets up sample for analysis, and pipettes reagent to sample • Ensures the sample analysis is timed correctly • Awaits and reads result displayed, and marks it on device • Provides to Results Recorder to upload to digital platform
Results Recorder	<p>Collates results from Processing Operatives and uploads to digital solution.</p> <ul style="list-style-type: none"> • Reads test result outcome (marked by Processing Operative) • Enters result into the results logging web app, if using a locally provided device, or native iOS results logging app, if using a DHSC provided managed device. • Scanning of QR code (result is automatically sent to Test & Trace) • In the case of retesting of void results on site, Results Recorder may ask subjects to redo their test • Should subjects waiting on site for their results, Results Recorder may provide results outcome in person

LOCAL CONTACT TRACER

This role is optional – Local Authorities can choose to increase the local contact tracing in line with testing if appropriate. Existing Local Contact Tracers may already exist within Local Authorities

STAFF POSITION	KEY RESPONSIBILITIES
Local Contact Tracer	<p>Contacts index COVID cases in order to ascertain who they have come into contact with.</p> <ul style="list-style-type: none"> • Undertakes telephone interviews with local people who have tested positive for Covid19 via structured questions to ascertain subject contact information • Manages a caseload effectively and prioritise key tasks to meet tight deadlines • Escalates and refers any challenging or complex cases, incidents, outbreaks and queries or complaints to the Supervisor • Contributes to the maintenance of effective systems for surveillance of Covid19 by ensuring that data and information is entered accurately into the system

Note: Local tracing capacity will be left to the discretion of local authorities. Cases are triaged to local contact tracers if they cannot be resolved at a national level after 24 hours. On average, c. 30% of positive cases end up at a local level for local authorities that offer local tracing.

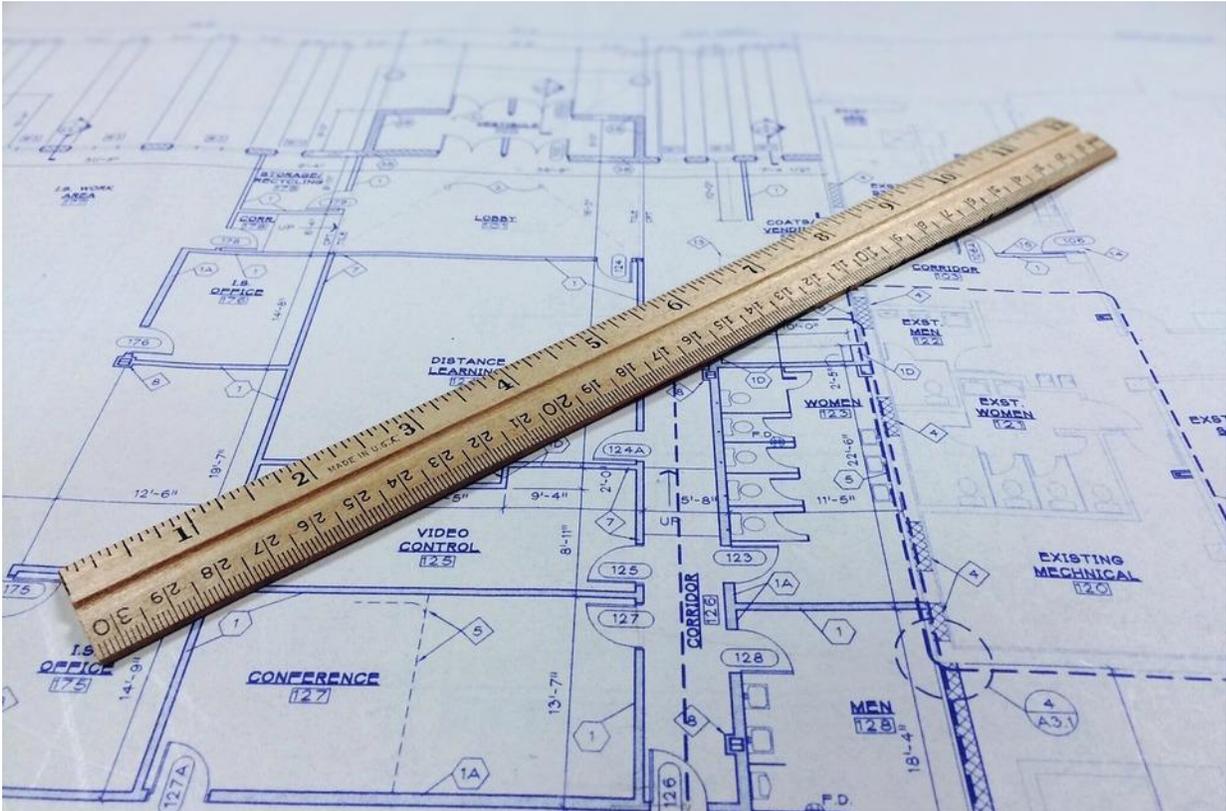
PPE PER ROLE

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	✗	✗	✓	✗

WORKFORCE PLAN



WORKFORCE PLAN

The workforce plan provides the **baseline roles and tasks** needed to operate a testing site, and **indicative workforce size** in relation to the size of the test site.

The plan is intended to act as **guidance** and the appropriate workforce profile should be tailored to the environment of each individual test site.

The plan outlines three core testing roles which it is recommended sites recruit into:

- **Team Leader:** Responsible for the overall running of the site, including quality assurance, adherence to the clinical SOP and workforce management
- **Site Operative:** Supports the overall running of site, interacting with customers throughout their testing experience
- **Testing Operative:** Prepares test kit samples, analyses results and records onto digital solution

LAs can also recruit additional **Contact Tracers**, should they want to increase the level of local contact tracing following increase in testing

HOW DID WE BUILD THE WORKFORCE PLAN?

The workforce plan has been developed through our experience from **existing test sites**.

It uses the **clinical standard operating procedures (SOP)** to break down activities that inform the initial tasks and roles. Desired throughput then helps define the 'right size' for the workforce, and how these **roles may merge or scale** to deliver the desired tasks and volumes.

This approach has been validated and repeated using **data and knowledge from Local Testing Sites and Regional Testing Sites** in operation since March.

Work on the workforce plan has also had the input of a **number of pilots** that continue to inform our approach. These include **private industry, schools, universities** and the mass testing exercise carried out in **Liverpool**.

USING THE WORKFORCE PLAN

Workforce numbers per role are provided for test sites of varying sizes

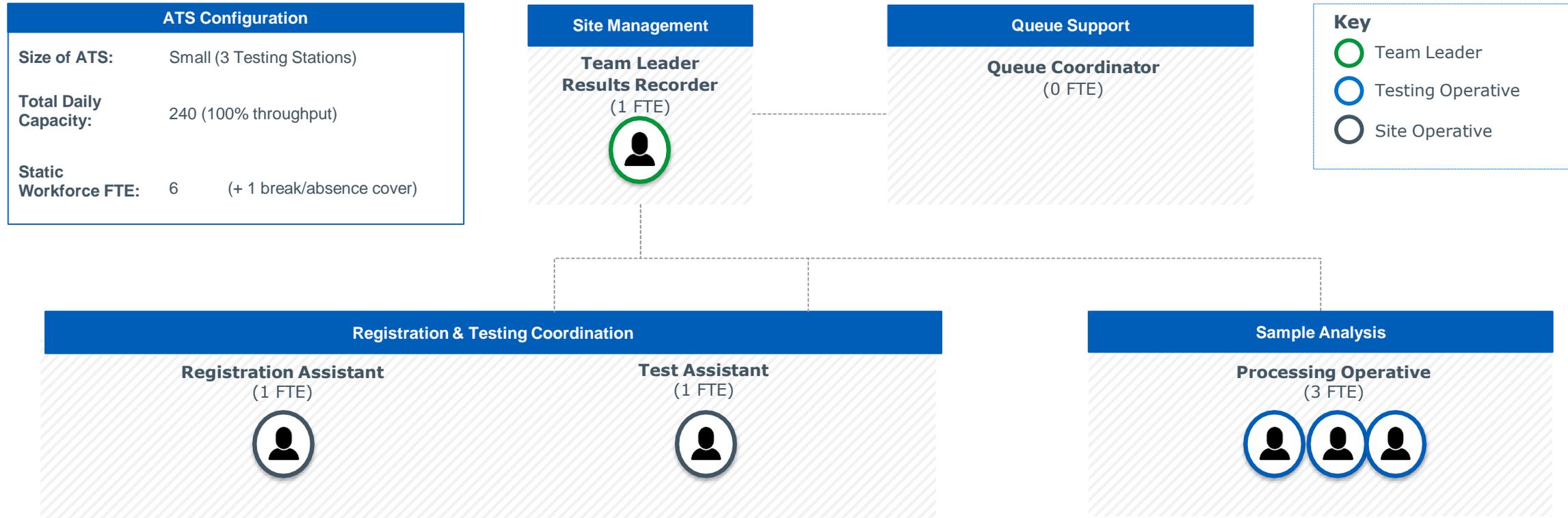
LAs should first **determine the size of their test site**, and then use the reference tables in this section for an indicative guide on the workforce size

Workforce numbers provided are **based on maximum throughput** (e.g. completing as many tests as possible within opening hours). If maximum throughput is unlikely to be met, it is recommended workforce numbers are reduced accordingly

Should LAs wish to support testing with local **contact tracing**, an indicative view of additional local contact tracers required is also provided

WORKFORCE BLUEPRINT: SMALL ATS

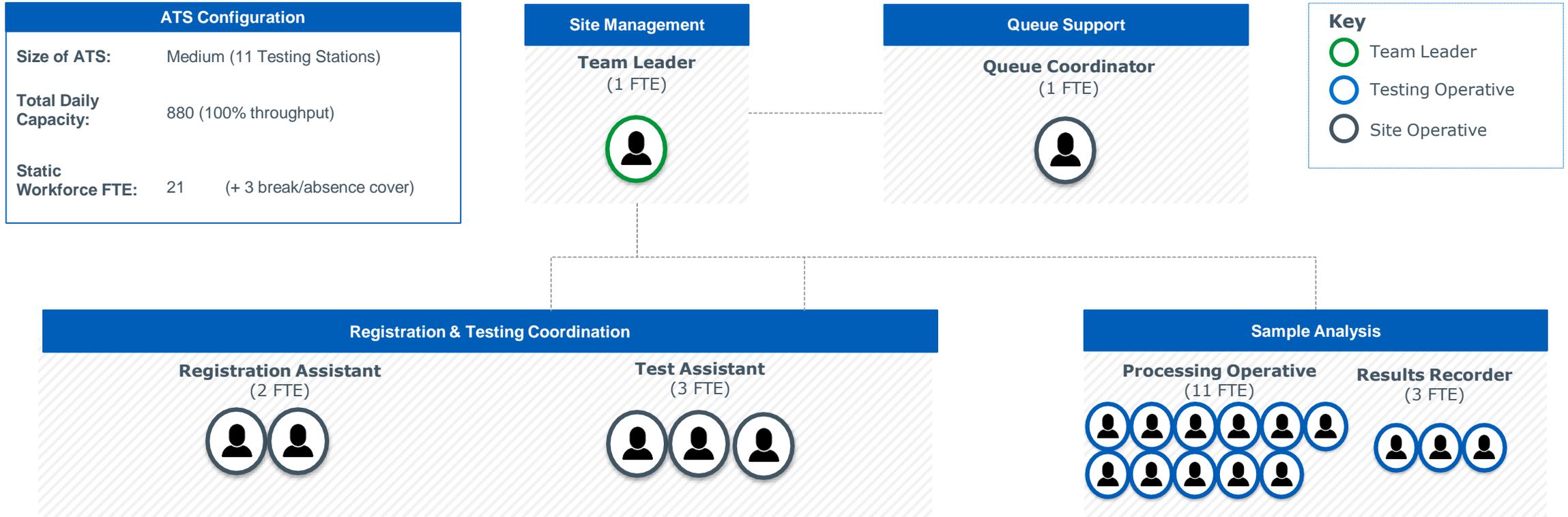
FOR WORKFORCE REQUIREMENTS ACROSS FULL RANGE OF SITE SIZES, PLEASE REFER WORKFORCE SIZE SLIDES



Role provided above are static workforce numbers required to operate all positions at any given time It is recommended that staff rotate across multiple positions throughout the day, with breaks staggered to ensure no disruption to operations whilst providing all staff equal break time Workforce numbers are based on maximum throughput; it is recommended workforce numbers are reduced if it is unlikely site will not hit maximum capacity

WORKFORCE BLUEPRINT: MEDIUM ATS

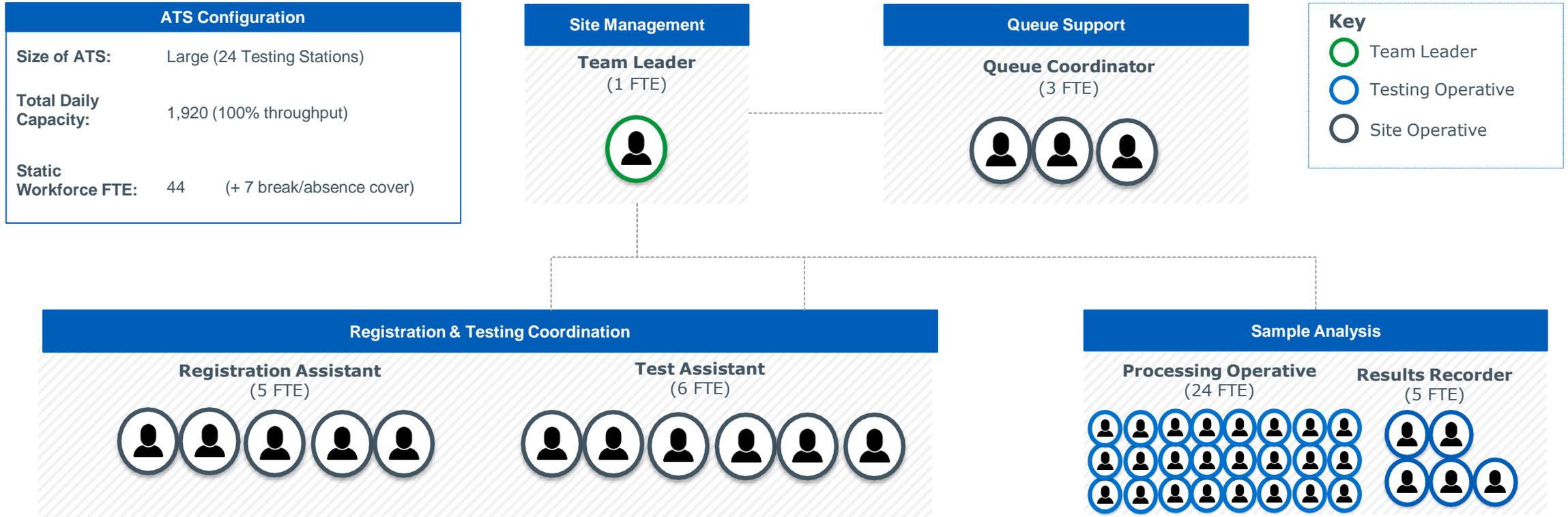
FOR WORKFORCE REQUIREMENTS ACROSS FULL RANGE OF SITE SIZES, PLEASE REFER WORKFORCE SIZE SLIDES



Role provided above are static workforce numbers required to operate all positions at any given time. It is recommended that staff rotate across multiple positions throughout the day, with breaks staggered to ensure no disruption to operations whilst providing all staff equal break time. Workforce numbers are based on maximum throughput; it is recommended workforce numbers are reduced if it is unlikely site will not hit maximum capacity.

WORKFORCE BLUEPRINT: LARGE ATS

FOR WORKFORCE REQUIREMENTS ACROSS FULL RANGE OF SITE SIZES, PLEASE REFER WORKFORCE SIZE SLIDES



Role provided above are static workforce numbers required to operate all positions at any given time

It is recommended that staff rotate across multiple positions throughout the day, with breaks staggered to ensure no disruption to operations whilst providing all staff equal break time

Workforce numbers are based on maximum throughput; it is recommended workforce numbers are reduced if it is unlikely site will not hit maximum capacity

LESSONS LEARNED FROM OTHER PILOTS

ROLE	FTE	RATIONALE	VALIDATION AND FEEDBACK	PILOT FEEDBACK LOCATIONS
Team Leader	1 FTE per site	A leadership role needed on all sites for smooth operations. However, role can be combined with Results Recorder for small sites	<ul style="list-style-type: none"> Based on our experience across testing sites, 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 	De Montfort University and Liverpool city
Queue Coordinator	1 FTE per 600 daily capacity	Assumed estimate based on average throughput per hour. Appropriate number likely to be influenced on site infrastructure.	<ul style="list-style-type: none"> Queue can become long and management of them is needed Pre existing queuing infrastructure can be used The queues for sites can often stretch into areas not in the site limits so need management 	Liverpool city
Registration Assistant	1 FTE per 5 Testing Stations	Based on numbers currently in operation at existing testing sites. Assumes a moderate number of subjects need registration support.	<ul style="list-style-type: none"> On the ground feedback that the process often requires guidance from staff The expectation that not all subjects will come with a device capable of registration Guidance can be given the multiple subjects at once 	John Lewis, Liverpool city, De Montfort University
Test Assistant	1 FTE per 4 Testing Stations	Based on numbers used for early ATS pilots, including Liverpool mass testing. Assumes sporadic cleaning to test booths (due to self-clean).	<ul style="list-style-type: none"> Subjects sometimes need help with the test in the booths There is a need to coordinate people entering the booths Requirement to observe when deep cleans need to happen in bays from possible bodily fluid transfers 	De Montfort University and Liverpool city
Processing Operative	1 FTE per 1 Testing Stations	Conservative estimate on number of individuals need to for sample analysis. Assumes 6 minutes per test for operative to prepare and read sample.	<ul style="list-style-type: none"> The job requires focus and multiple steps so focusing on one test at a time is preferred Often gives guidance to the subject, especially when the bays have Perspex May be flexed with Results Recorder position should task delineation change 	De Montfort University and Liverpool city
Results Recorder	1 FTE per 5 Testing Stations	Based on learnings from pilots and current workforce allocation at pilots (e.g. DMU). Should task delineation with Processing Operative be adjusted, workforce may need to be flexed across these roles (see note below)	<ul style="list-style-type: none"> The process of recording can be quick but more time is allocated to make sure results are accurate The role is limited by the devices on site Should results be provided to subjects on site, an uplift in this role would be required 	De Montfort University and Liverpool city

Workforce Resource Requirements by Test Site Size (1/2)

The table below outlines the indicative number of staff needed to operate a test site per shift to maximum capacity

Additional contingency resource has been added to cover breaks and potential absences. It is recommended that staff rotate across multiple positions throughout the day, with breaks and all staff provided equal break time

Local contact tracers have been included. However, it is at the discretion of the LA as to whether they want an uplift in local contract tracing following testing.

		Number of Testing Stations (Test Site Size)													
Role	Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Team Leader		1*	1*	1*	1	1	1	1	1	1	1	1	1	1	1
Site Operations Role	Queue Coordinator	0	0	0	0	0	0	0	1	1	1	1	2	2	2
	Registration Assistant	0	0	1	1	1	1	1	2	2	2	2	2	3	3
	Test Assistant	1	1	1	1	1	2	2	2	2	3	3	3	3	4
Testing Operations Role	Processing Operative	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Results Recorder	0	0	0	1	1	2	2	2	2	2	3	3	3	3
Break & Absence Cover		0	1	1	1	1	2	2	2	3	3	3	3	4	4
Total		3	5	7	9	10	14	15	18	20	22	24	26	29	31
Daily Capacity (8hr operations)		80	160	240	320	400	480	560	640	720	800	880	960	1040	1120
Contact Tracers**		1	1	1	1	1	1	1	1	1	2	2	2	2	2

Workforce numbers are a guideline only and local decisions should be made on a sensible workforce size on a site by site basis.

* Assumes Team Leader doubles as Results Recorder for small sites

** Contact tracer calculations assume a 2% positivity rate, a 75% reachability rate and 30% of cases dealt with by local authorities

Note: Assumes sufficient workforce to deliver maximum potential capacity (1 test every 6 minutes per testing station)

Note: Daily capacity includes all testing, including retest of void LFT and confirmatory PCR testing

Workforce Resource Requirements by Test Site Size (2/2)

The table below outlines the indicative number of staff needed to operate a test site per shift to maximum capacity

Additional contingency resource has been added to cover breaks and potential absences. It is recommended that staff rotate across multiple positions throughout the day, with breaks and all staff provided equal break time

Local contact tracers have been included. However, it is at the discretion of the LA as to whether they want an uplift in local contract tracing following testing.

		Number of Testing Stations (Test Site Size)													
Role	Position	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Team Leader		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Site Operations Role	Queue Coordinator	2	2	2	2	3	3	3	3	3	3	3	3	4	4
	Registration Assistant	3	3	3	4	4	4	4	4	5	5	5	5	5	6
	Test Assistant	4	4	4	5	5	5	5	6	6	6	6	7	7	7
Testing Operations Role	Processing Operative	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Results Recorder	3	4	4	4	4	4	5	5	5	5	5	6	6	6
Break & Absence Cover		4	5	5	5	5	6	6	6	6	7	7	7	8	8
Total		32	35	36	39	41	43	45	47	49	51	52	55	58	60
Daily Capacity (8hr operations)		1200	1280	1360	1440	1520	1600	1680	1760	1840	1920	2000	2080	2160	2240
Contact Tracers*		2	2	2	2	2	3	3	3	3	3	3	3	3	3

Workforce numbers are a guideline only and local decisions should be made on a sensible workforce size on a site by site basis.

* Contact tracer calculations assume a 2% positivity rate, a 75% reachability rate and 30% of cases dealt with by local authorities

Note: Assumes sufficient workforce to deliver maximum potential capacity (1 test every 6 minutes per testing station)

Note: Daily capacity includes all testing, including retest of void LFT and confirmatory PCR testing

SITE SPECIFIC REQUIREMENTS

There are additional options LAs can consider when determining test site design and operations. These options (see list on the right), and local requirements, will influence the workforce requirements for each site.

We have listed some potential workforce considerations as a result of site specific requirements. These are in addition to the workforce numbers previously provided.

SITE SPECIFIC REQUIREMENT	WORKFORCE IMPACT
Subjects held on site in waiting area	Recommended uplift in Queue Coordinator to maintain social distancing in waiting areas
Subjects receives result on site (e.g., through certificate)	Uplift required for staff in Results Recorder position, in order to deliver results to subject. Assuming results can be provided in batch, it is recommended an <u>additional</u> Result Recorder FTE per 4 testing stations
Subjects retested in the case of voids and false positives	Additional testing for voids and false positives to be forecast for capacity modelling. Site size and associated model should be factored in to accommodate this
Subjects receive PCR test following a positive result	Additional testing of PCR tests for every positive case to be forecast for capacity modelling. Site size and associated model should be factored in to accommodate this
Local demographic less tech savvy	An uplift in resource for Site Operatives to support with registration of test kits upon entry
High volume of subjects with accessibility issues	An uplift in resource for Site Operatives is recommended to provide more capacity for customer interaction. The site may also want to assume a lower throughput in tests per day
Site to operate extended opening hours (12+ hours)	Two shifts likely required per day to maintain full operating hours, meaning doubling the total workforce. For a site open 12 hours a day, we would recommend two 7.5 hours shifts (to accommodate time for opening and closing)
Site to operate seven day week operations	LA should consider increasing workforce by 50% to accommodate seven day week working

WORKFORCE PLAN ASSUMPTIONS

This plan is based on a number of assumptions:

- Assumes the **Innova SARS-Cov-2 Antigen Test IFU Devices** in use at test sites only. Further iterations will baseline against future technologies
- Assumes **that self-swab only** at test sites, with samples always processed by dedicated resource (non-subject sample processing)
- **Does not consider infrastructure or real estate constraints**, including those needed to accommodate social distancing
- The sample must **rest for at least twenty minutes before analysis and at least thirty minutes to confirm a negative result**

All ratios are based on maximum site capacity of 10 tests per test station per hour. Should throughput be lower than this, workforce can be reduced.

Workforce should be flexibly resourced across positions depending on site by site requirements. The above is **indicative guidance** to support workforce planning, but is not a definitive allocation of resource for every site. Team Leaders should make management decisions on site to ensure adequate resources are in position across the testing site.

Additional Workforce Sources

We have had discussions at a national level with a number of **different organisations and partners** who could potentially help you to source and/or provide additional workforce for your test sites.

Please contact the **Operational Workforce Team** if you would like to be connected to local/regional employers in your area to further discussions on the use of furlough volunteers

The following slide demonstrate indicative figures of the potential workforce from each source:

- Recruitment agencies
- National and regional volunteering networks
- Furloughed staff

You may also wish to engage with **Job Centre Plus** to connect with jobseekers in your local area.

WORKFORCE SUPPLY OPTIONS

- It is the responsibility of Local Authorities to resource the workforce as they see appropriate.
- However a number of potential workforce supply sources have been identified centrally as potential options for Local Authorities. We can help you to broker relationships with these suppliers as appropriate
- Total volumes of people currently on furlough are given per region. Local businesses could be engaged to access these individuals for employment

Region	Commercial Contingent	Volunteers	Businesses	Total	Furlough	Unemployed
National	25,000	11,900	-	36,900	-	-
East Midlands	50	3,175	-	3,225	209,000	122,000
East of England	-	6,025	-	6,025	286,700	151,000
London	25	9,075	-	9,100	557,400	314,000
South East	25	4,975	-	5,000	437,200	203,000
South West	25	3,275	-	3,300	243,500	122,000
West Midlands	25	1,200	-	1,225	278,400	148,000
Yorkshire & Humber	50	1,400	300	1,750	220,000	140,000
North East	-	3,875	150	4,025	96,000	88,000
North West	125	3,850	4,425	8,400	319,200	182,000
TOTAL	25,325	48,750	4,875	78,950	2,647,400	1,470,000

Note: This is an evolving view and not a comprehensive list of potential workforce. Local Authorities will have the best view of local labour supply pools. The Operational Workforce Team can connect LAs to businesses who have expressed an interest in supplying furlough volunteers

WORKFORCE COSTS

A number of sources have been used to inform a recommended hourly rate per role, including ONS data, reward benchmarks and similar roles within the existing testing network.

- Attracting and retaining a workforce at pace is a critical enabler to community testing. An attractive reward offering is recommended to support this
- Indicative hourly rates per role are provided below. These rates have been used to inform the cost recovery model for Community Testing

Proposed Hourly Wage	
Team Leader	£20
Testing Operative	£15
Site Operative	£12

- The subsequent daily workforce cost to operate a site with an eight hour opening time is provided below (assuming a single ten hour shift)

	Small Site (3 stations)	Medium Site (11 stations)	Large Site (24 stations)
Daily Workforce Cost (opening hours: 8 hour)	£1,040	£3,470	£7,820

The Voluntary Sector Network

The Voluntary and Community Sector (VCS) is already offering, and keen to continue to offer support to local councils in a range of ways. The VCS can access parts of the community, traditionally very hard to reach, and through the volunteer-led network, provide considerable additional resources when the demands on local government peak.

Voluntary sector groups have the infrastructure and skills to deliver testing support in communities and have most recently been key to the response in Nottingham and Solihull.

In a recent survey of local volunteering bodies¹, 121 out of 132 organisations stated that they have strong connections into harder to reach communities.

1. The Voluntary and Community Support Emergencies Partnership

CROWN COMMERCIAL SERVICES (CCS) FRAMEWORK

Crown Commercial Services (CCS) is supporting NHS Test and Trace and Local Authorities in setting up community testing, by offering a simple and compliant route to market for all common goods and services needed to set up testing facilities across the UK.

General temporary workforce can be sourced through the [Non Clinical Temporary and Fixed Term Staff](#) framework. This framework can be used by all UK public sector bodies including NHS contracting authorities, local government, universities, charities and blue light services. The framework is designed to hire a range of temporary and fixed-term roles for Team Leaders, Site Operators, Testing Assistants and more.

If you need any assistance, please contact us on:

Email: info@crowncommercial.gov.uk

Phone: 0345 410 2222

Note: Please mark all emails with “Test and Trace” in subject line



Further CCS info

BENEFIT RECIPIENTS

Where a Universal Credit customer starts work, the amount of Universal Credit received reduces as they earn more. Unlike Jobseeker's Allowance, payments won't stop because they work more than 16 hours a week.

Total income

For claimants, total income will be monies earned from Community Testing Support, plus a new Universal Credit payment. The more earned, the higher the total income will be.

A Universal Credit claim continues when a claimant starts work, so they can take temporary or seasonal jobs, without needing to make a new claim or having gaps between paydays as they move in and out of work.

Universal Credit earnings taper rate

The Universal Credit earnings taper rate is currently 63%. This means that for every £1 a claimant earns, Universal Credit will be reduced by 63p. This amount will be deducted automatically from Universal Credit payments.

Informing DWP

Benefit recipients are advised to inform the DWP as soon as possible when starting a new job or receiving a pay increase. Changes in circumstances can be reported to work coaches, by using the Universal Credit online account or calling the Universal Credit helpline.

Universal Credit helpline

Telephone: 0800 328 5644

Textphone: 0800 328 1344

Telephone (Welsh language): 0800 012 1888

Monday to Friday, 8am to 6pm

Training Your Tester Workforce



About the Training Platform

Training is a crucial element for the tester workforce.

The training must be consistent across all regions and ensure that all staff are meeting the appropriate standards. **All of the testing workforce are to be fully trained and competent prior to their deployment on site.**

The following slides detail the training resources that will be available to Local Authority workforces.

The content that we currently have available includes PDF documents, online webpages, videos and online assessments.

If you have any further queries regarding tester training, please contact testertraining@dhsc.gov.uk



What this training involves

We have developed an online training platform which is to be used across the tester workforce in the United Kingdom. The online training is for individuals to use the Lateral Flow Device (LFD) deployed by NHS Test and Trace.

Through the online training platform, the workforce will have access to a selection of modules and assessments. Staff working on test sites will need to review the content of these modules and complete the assessments as a critical part of their training process.

Please note, this online training is just a part of the training process, and staff must be assessed and approved for the work on-site from their relevant organisation.

Training currently focusses on the Innova LFD device, specifically its operation and specific tasks conducted by site operatives to support the delivery of LFD testing.



How this online training should be used

Prior to the testing site opening, all staff should be sufficiently trained for the role(s) that they are expected to execute. This training will provide information and assessments to the workforce to allow staff to comfortably execute their respective roles.

This online training does not require supervision from a senior member of staff, and can be accessed remotely by the trainee. After being opened, the learning module will reach a time limit at 25 minutes after being left open. Following this time limit, the trainee will need to reopen the module.

The modules and guidance will familiarise the trainees with the process prior to on-site training, allowing for a more time efficient practical training session when at the testing site. After completing the online training, testing staff are encouraged to practice using the testing devices by swabbing themselves and processing the results.



When the online platform is to be used

The online platform should be reviewed and completed by the appropriate workforce in the first stage of the training process.

Once the staff member has provided evidence that they have read through and completed the assessments for their required modules, they can then proceed to the practical stage of their training process. Please note, the trainee should take a screenshot of the online training completion which they will need to show to their Team Leader before beginning practical training.

It's recommended that training is completed 1-2 days prior to the start of full operations so that the workforce have sufficient time to become familiar with their roles and responsibilities.

1

END TO END PROCESS:

Take your test site staff through the end to end testing process onsite. This should be done face to face.

Staff involved with sample collection or test analysis will need to complete additional online training about how to process a Lateral Flow Test. They will also be required to complete an online assessment.

2

PRACTICE:

After completing the online training for test processing, trainees are encouraged to practice using the testing device by swabbing themselves and processing the results.

3

DRESS REHEARSAL:

Take your test site staff to your test site and run a series of "dress rehearsals" to simulate what they will experience when they start testing your Employees. This will help your test site staff to put in practice everything they have learned so far. Use role play to pretend to be Employees getting tested.

4

"WHAT IF" SCENARIOS:

Take your dress rehearsals to the extreme by simulating situations that your test site staff may experience.

Accessing the Training Platform

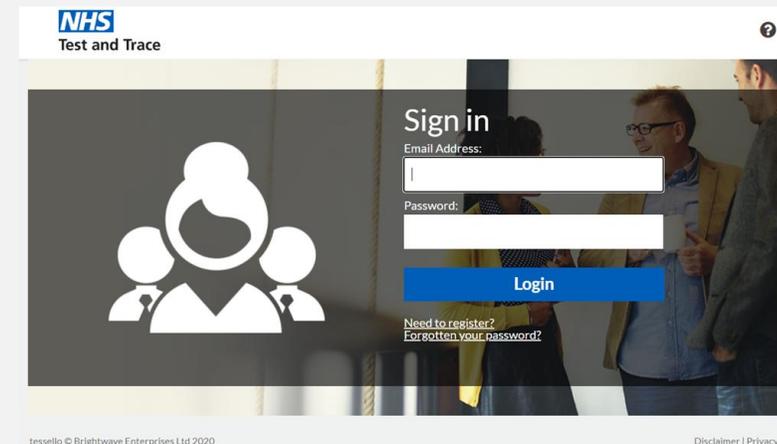
When accessing the platform within the link below, you will be prompted to enter an initial registration via a token code.

Platform link: <https://go.tessello.co.uk/TestDeviceTraining/>

Token code: 3wkcVi4UTX

You will then be prompted to set up an individual account and password for the platform. After this account has been set up, you will be able to use this username and password to access the materials as and when needed.

Anyone with a personal email and the above token code is able to access the platform, at any point in the day.



Modules have been designed with local authority needs in mind, and these modules provide consistent information for each site.

Each module is split into two sections:

- **Information and guidance** – This section provides the trainee with the appropriate information they require for their training. This information will be provided in the form of written content and training videos
- **Assessment** - Following the trainees completion of the information and guidance portion of the module, the trainee will then select the assessment which will consist of a number of multiple choice questions that the trainee will be required to answer. A 100% pass mark is required for the designated assessments.

Module Design



Module Review and Assessment

Reach module takes approximately 15 minutes to complete. This time consists of a 10 minute read through of the information and guidance, and a 5 minute assessment.

The questions in the assessment will test the trainee on information they have directly learnt from the information and guidance they have been provided within the module.

If the trainee fails the assessment, they will be able to refresh the module and repeat the read through of the content and resultant assessment. The trainee has unlimited access to these modules and there are no restrictions upon the number of times they can be accessed.

Processing tests

Getting accurate results

Welcome

This training will walk you through how to safely and effectively process tests and interpret results.

What will you be using?

A Lateral Flow Device (LFD) called the Liquid Innova Flow Device.

How can you check it's the right device?

Check the label of each testing device - make sure you're using the **Innova SARS-CoV-2 Antigen Rapid Qualitative Test**.

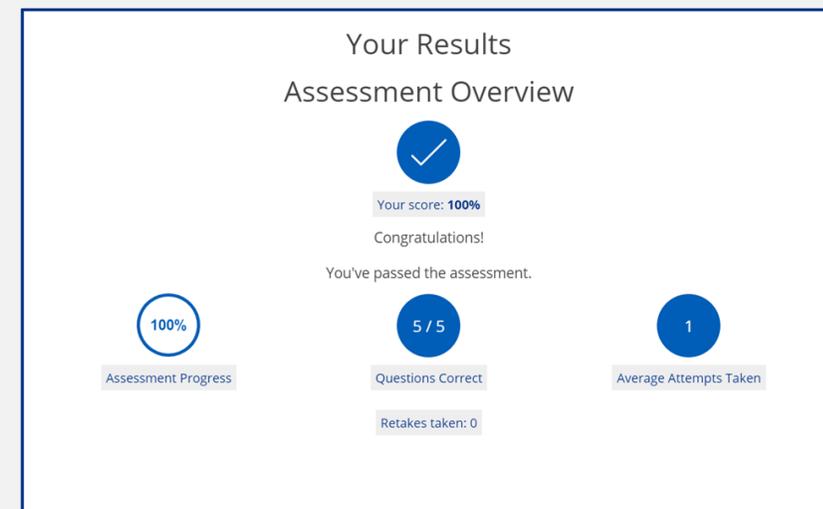
By the end of this training, you will take a quick assessment. This will check your understanding and make sure you feel confident to administer the test.



Training Completion and Competency

It's important that workforce are fully trained and competent on site. We require the trainee to provide evidence that they are fully informed on the aspects of their role and can proceed with the practical version of training. Thus, the trainee must meet a score of 100% completion for their required assessments.

Following completion of an online module, the trainee will receive a webpage notifying them that they have scored 100% on the assessment (screenshot to the right). Please request that trainees bring screenshots of this 100% completion for their modules to the practical training session. If the trainee does not provide evidence of 100% completion, please ask them to do so before proceeding forward with practical training.



Further to these training modules, the platforms also contains a number of written resources in the form of PDF files. These files can be downloaded to the trainees platform and saved locally to their device for use offline.

These resources provide detailed content on a number of aspects that are crucial to testing and safety on site. If the trainees have any queries surrounding learnings in their module, we advise that they refer to the online resources for further information. All trainees must read through these documents prior to arriving on site.

Online Resources

Test Kits

[Testing kit](#)

Explore the available test kits and how to order them.

Testing Channel

[Test site set up](#)

Consider and compare the different options for setting up a test site.

Clinical Protocol and policy

[Testing procedure: clinical, protocol and policy](#)

This module provides an indepth look at the testing, result interpretation, communication and PPE processes.

Digital

Training Examples

LFD Processing Video (Training Example)



**How to use a Lateral Flow
testing device**

LFD Results Reading (Training Example)



Logging test results

Training Modules

The table to the right provides a breakdown of the modules available on the online learning platform.

Each of the modules provides information and guidance in a differing section of the testing journey. On the following slide, we have indicated which staff members will require completion of these specific modules.

Module Number	Subject
Module 1	LFD Process <ul style="list-style-type: none"> • Checking you're using the right device • Checks before you start • A step-by-step process on how to use the device • Reading the result • Marking the device with the result • FAQs
Module 2	LFD results recording <ul style="list-style-type: none"> • Inputting a positive, negative or void result into the recording application • How the subjects testing data is used in the T&T system
Module 3	PPE and Infection Control <ul style="list-style-type: none"> • PPE donning and doffing • PPE adjustments • Infection prevention measures • Hygiene and cleanliness
Module 4	Guiding the subject through swabbing <ul style="list-style-type: none"> • Verbal support • Instructions for the subject • Handling subject concerns • Options when nasal and throat swabs become infeasible
Module 5	Train the trainer (available from 2 December) <ul style="list-style-type: none"> • How to approach the trainee • FAQ questions • Case scenarios

Required Training

Please find below a table indicating the online training modules that require completion for each role:

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

For workforce

If you require further support, we will be more than happy to arrange a webinar, where a member of our team will answer questions and seek to identify solutions with you.

If you need further support, please contact:
ops_workforce-team@dhsc.gov.uk

The inbox will be monitored from 9am until 5pm on weekdays.

For training

If you are experiencing technical issues associated with accessing or using the training platform or completing the training assessment, please call our helpdesk on [0161 903 1032](tel:01619031032). Opening hours for the helpdesk are Monday to Friday 08:30-18:00, Saturday to Sunday 10:00-16:00 including all Bank Holidays.

If your enquiry relates to issues such as the training content or any other associated training issue, please contact testertraining@dhsc.gov.uk for further advice or assistance.

Please note that a Welsh language platform is to be developed, and we will provide further information on this as we develop.

Supporting Local Authorities

Train the Trainer

One of the modules that we are deploying includes the train the trainer guidance. This module has been created to support the development and training of staff to become trainers themselves.

This will benefit local authorities, by facilitating the creation of trainers in local areas and providing significant resource for training. This will provide local authorities with a sufficient number of competent trainers, with the aim of creating an army of trained individuals who can train others.

We are intending to provide scheduled online webinars around this train the trainer guidance, to facilitate a Q&A session.



General FAQ

In the case of people needing to have swabs taken, are non Clinical people with the correct training able to supervise this?

This does not have to be a licensed medical professional, it just has to be someone who has gone through the online training and understands the process. Note that they are only able to provide guidance on how to conduct the self-swabbing, and not provide any clinical intervention.

Are security staff required?

Security is not a mandated role in our workforce guidance. It is up to the specific LA to consider how to meet their security needs.

Who will supply signage, instructions in booth, clinical/instructional signage?

The organisation will take responsibility for managing, tracking and ordering all other equipment required for the set-up and day to day running of a test site, including signage.

Workforce FAQ

(1/2)

Is there a risk in using a layman (non-clinical) workforce to process tests?

We have proven in our RTS/LTS network that a generalist workforce can be trained in testing tasks. Since April we have been using a layman workforce through Sodexo as assisted testers on site Boots have supported as our training partner, using their clinical expertise to develop training materials since March.

For LFD processing, we have developed bespoke online training modules to upskill a layman workforce with the skills needed to process results. This training content is the minimum training needed for a workforce to process tests, and they are provided with online certification to evidence their course completion. The MHRA has signed off a layman workforce in this role, following a service evaluation using this kind of workforce.

This is now a proven model across a number of use cases (e.g. 14 John Lewis sites). The Lead Military Liaison Officer in Liverpool has stated that anyone can be trained to do this role. It is the Site Operative role which actually requires a more specialist skill (customer services skills).

How can I access local furloughed staff?

HMRC will be reaching out to large employers with furloughed staff from 11/12/20 with a call for action where those interested could make contact to discuss opportunities.

Workforce FAQ

(2/2)

What workforce is required?

Dependent on a test site's space and workforce constraints. A typical sports hall could fit 24 testing bays. This would provide a maximum daily capacity of 1920 tests and require 51 members of staff.

How much resource will we need?

Resourcing staff will depend on the amount of tests you would like to carry out each day. For example – 880 tests per day require 24 staff members, 1920 tests per day require 51 members of staff.

Where can I find local workforce?

There are a broad range of sources of workforce, but you should start by speaking with your local public volunteer sector. Many employers are facilitating the participation of their furloughed employees. Local civil servants might also provide resource. Agencies can also support –please let us know if you need help.

What types of venues have been used for testing sites?

It is critically important that sites be immediately identified, if not already. The range of sites that have been used has been everything from aircraft hangers, to sports halls, carparks and greenfield sites. You may want to start by consulting your local Emergency Response Planners, or check the locations of election polling locations.

HR FAQ (1/2)

What type of employment contracts should be used?

This is very much at the discretion of the LA, and likely to connect to how the workforce are sourced. If workforce are procured through a commercial contingent supply, the LA may not need to worry about contracting (this will be managed through the contingent supplier). If added directly to the LA payroll, the contract type will depend on the long-term vision of the test sites (e.g. a fixed term contract for the duration of planned testing operations)

Is there any guidance on the minimum age for the workforce?

We recommend that all workforce are over 18 years of age. We also recommend that resource who are over 60 or deemed high risk are not recruited, given the nature of the work.

Are there any DBS requirements for the workforce?

There is currently no central requirement for DBS checks for on-site workforce. This is because an underlying principle of the test sites is that all minors and vulnerable adults should be accompanied by a responsible guardian or carer. Currently, there is no requirement for DBS checks in our RTS/LTS network.

HR FAQ (2/2)

Should we cover travel expenses for the workforce?

This is at the discretion of the LA, and any existing travel and expenses policies currently held by the Local Authority. We would recommend sourcing a workforce which is local to the test sites (for convenience and to avoid attrition), which would minimise the requirement for travel expenses. However, should a LA need the workforce to travel across multiple sites, it may be worth including a travel and expenses policy to ensure the employment offer is as attractive as possible

Are we responsible for employment liability of the workforce?

If the workforce is employed by the LA, then they will be responsible for employment liability as they would under any other scenario. Other employment arrangements (e.g. procuring workforce via a commercial supplier) will have their own employment liability implications. General Council and Senior Leaders are currently working through broader clinical liability arrangements. Updates on this will be shared by the central operations team.

If we use NHS staff to operate LFD testing, will they be covered through our organisational insurance?

The matter of insurance and workforce liabilities has to be agreed between the NHS and the LA they are seconding staff to. It should be worked out as part of the secondment agreement between the two parties.

Testing FAQ (1/3)

What is the testing technology being used?

Lateral Flow Technology (LFT), a point of care antigen test which uses a throat and/or nasal swab sample. An antigen test looks for parts of the surface of the virus (antigen) collected via nose and throat swabs and saliva samples. Lateral Flow Technology does not require a lab setting as samples are processed on-site. LFT can therefore be rapidly deployed across multiple locations.

How should the LFDs be stored?

The test cartridge and extraction solution should be stored at ambient temperature (2-30 degrees Centigrade). The reagents and devices must be at room temperature (15-30 degrees centigrade) when used for testing.

How long would you estimate we should allow for each test?

Depending on length of queues, subjects will spend 15-30 minutes on-site. Sample processing then takes a further 30 minutes (LAs can choose to provide subjects with their results on site or at home via a digital solution).

How can I be sure the workforce are not Covid-19 positive?

Before the start of each shift, the workforce should test each other using the LFT test in order to ensure no members are positive. Should someone test positive, they should leave the site and self-isolate until they can complete a confirmatory PCR test.

Testing FAQ (2/3)

What should we do for subjects that test positive?

People who return a positive LFD result must take a different follow-up test on the same day (or as soon as possible). They should follow the instructions given at the Test Site to take the follow-up test. If not given instructions at the Test Site, they should go to www.gov.uk/get-coronavirus-test to book a follow-up test. They should choose to visit a test site (e.g. RTS/MTU/LTS) if possible, as it is faster than requesting a home test.

The purpose of this policy is to mitigate the impact of false positive results. Without a rapid confirmatory testing result, contact tracing will not be initiated quickly and this will impact on the overall effectiveness of the public health intervention. Tracing is initiated upon notification of a positive confirmatory test, not a positive LFD test.

Until the subject gets further advice they must self-isolate immediately for 10 days and everyone in their household must self-isolate for 14 days. They should only leave home for their follow-up test.

This policy will be regularly reviewed based on operational systems. If the Local Authority is taking clinical responsibility it is recommended that they follow the national approach.

Confirmatory testing should also be made available where requested, regardless of positivity. Where a confirmatory test is requested by the subject who received a positive result, this can be done by requesting a home test.

Testing FAQ (3/3)

How does a Result Recorder ensure test results are properly recorded?

Results logging using web app (*for locally provided devices*)

1. Sign-up for an account
2. Select the test site location
3. Scan the LFD barcode as per digital results recording process (Figure 4) with the web based application and digitally record the applicable result
4. The area where the device was situated and equipment (i.e. pen, tray, etc.) are then cleaned after each batch anti-viral wipes
5. Once result has been logged, the LFD are disposed of as per the requirements outlined in the waste management section

Results logging using iOS app (*for DHSC provided managed devices*)

1. Login to the results application
2. Select the test site location
3. Scan the LFD barcode as per digital results recording process (Figure 5) with the iOS mobile application and digitally record the applicable result
4. The area where the device was situated and equipment (i.e. pen, tray, etc.) are then cleaned after each batch anti-viral wipes
5. Once result has been logged, the LFD are disposed of as per the requirements outlined in the waste management section

Training FAQ (1/5)

Who should take the training?

Anyone who will be involved in the testing process should take the training.

Who receives the link and token to the training platform?

The SRO and team Leader of each local authority will receive the link and token, then the SRO/Team Leader will circulate among their teams.

What if I can't log in to the training?

Any person who is not able to log in should check if they have the correct login details with the test coordinator / supervisor and retry to login. If the problem still exists then, an email can be sent to the learning platform administrators via the shared DHSC email id provided to the testing coordinator/supervisor.

Can I take the training multiple times?

Yes – although the training should be repeated only when the duration between the last date when the training was taken is significant or when the role of the tester has changed since last training date.

Workforce training and support provided?

The online training platform will help train staff to safely process samples. We'll also provide guidebook and the SOP which cover important aspects of site operations which should form part of staff training, including - Infection prevention and control measures, cleaning protocols, and appropriate use of PPE etc...

Training FAQ (2/5)

What is available for us to use?

We have an online training platform which is to be used across the tester workforce in the United Kingdom. The online training is for individuals to use the Lateral Flow Device (LFD) deployed by NHS Test and Trace.

How long does the training take?

This will depend how many modules are needing to be taken, which is linked to which role a person is doing. Each module takes approx. 15mins, 10mins reading and 5 mins assessment.

What does the training consist of?

Each module contains 2 sections, 1) information and guidance consisting of written text and videos 2) Assessment via multiple choice questions.

Is there a pass or fail? What if someone fails?

Yes, each person must achieve 100% in the assessment. They are able to retake each module if they do not achieve this.

How do I access it?

The training is hosted online and the SRO and team Leader of each local authority will receive the link and token, then the SRO/Team Leader will circulate among their teams.

Training FAQ (3/5)

Can I organise my own training?

No. All training has been developed in line with Clinical Standard Operating Procedures and is regularly updated to ensure that the training is accurate and consistent.

Is the training available in other languages?

The training content e.g. videos will be available in Welsh and we are considering whether training materials should be available in some of the most commonly spoken other languages.

Can I host the training on my own LMS? (learning management system)

No. The courses/modules cannot be hosted on to other LMS systems because this would break the connectivity to report who has completed the modules and who has passed the assessments.

Is any non-IT based training available?

Everything developed to-date has been IT based. However, some of the PDF documents can be downloaded for use. We are also looking at developing Zoom sessions where people can ask frequently asked questions (FAQs).

Training FAQ (4/5)

Are there other training materials/reference documents to support the online training?

Yes, there are several written resources which can be downloaded and accessed offline for reference.

How much does the training cost?

The training is a DHSC resource and is free to access.

When am I required to complete the online training?

You are required to complete the online training before entering the test site for practical training.

What if I don't have access to a computer to complete my online training?

If this is the case, please reach out to your team leader and they will provide you with a solution.

Training FAQ (5/5)

Will assurance be provided that the level of training is sufficient to protect staff and students from risk of unintended transmission?

The online training contains modules and resources speaking to infection prevention on site

Do nurses, or related clinical professionals, need to complete the training?

Yes, anyone processing LFD devices / samples will have to complete the modules assigned to their given role.

What platform should the training video and assessment be completed on?

Google Chrome or Internet Explorer are the preferred internet platforms, however the website can also be accessed on mobile devices.

Personal Data & Digital FAQ

Who sees the test results?

Subjects will receive their results by email and/or text message. A copy of the result will be sent to the individual's G.P. Positive results are also sent to Public Health England (in England), Public Health Wales (in Wales), Health Protection Scotland (in Scotland), or the Public Health Agency (in Northern Ireland).

Will the person processing the results know the personal details of the person receiving the results?

No, the results are processed using a barcode which relates to the individual tested and the person processing the results does not have any access to personal details.

What is the difference between a bar code and a QR code?

QR codes are used by individuals as part of the registration process. Bar codes are used by the testing team to ensure the correct results are given to the person being tested

Role Descriptions

JOB DESCRIPTIONS: TEAM LEADER (1/4)

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

JOB DESCRIPTIONS: SITE OPERATIVE (2/4)

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

JOB DESCRIPTIONS: TESTING OPERATIVE (3/4)

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

JOB DESCRIPTIONS: CONTACT TRACER (4/4)

Job Title	Contact Tracer	
Job Overview	The Contact Tracer communicates directly with individuals who have received a positive COVID-19 result to identify close contacts who may be at risk.	
Responsibilities & Duties		
<ul style="list-style-type: none"> • Conducting telephone interviews with individuals who have received a positive COVID 19 test result • Identifying individuals who may be at risk of COVID 19 and therefore require a test as a result of close contact with an individual with COVID-19 • Managing high case volumes per day, escalating and prioritising where appropriate • Ensuring that patient data is safeguarded and handled in line with appropriate regulations 		
Preferred Experience	Desired Skills and Traits	
<ul style="list-style-type: none"> • Experience working in a high volume environment e.g. call centre • Experience working with confidential patient data 	<ul style="list-style-type: none"> • Ability to engage confidently using various means including telephone. SMS, email and written correspondence • Strong interpersonal skills with a particular focus on negotiation skills to facilitate the ability to retrieve sensitive information • The ability to work under pressure in a fast paced environment • High attention to detail and strong time keeping skills • Ability to follow the strict guidelines and procedures required 	

Workforce Checklist



Workforce Checklist

1. Ensuring all staff are taken through the **end to end testing process** and understand the importance of their roles
2. Seeing that **social distancing** is maintained throughout the site
3. Before the start of each shift, **staff should test each** other using the Lateral Flow Device (LFD) in order to ensure no members are positive. As such, all staff should be required on site a minimum of 45 minutes prior to opening hours to allow for testing and set up
4. Staff involved with sample collection or test analysis will need to **complete additional online training** about how to process an LFD. They will also be required to complete an online assessment
5. Trainees should **practice using the testing device** by swabbing themselves and processing the results
6. Testing operatives will **show completion of their online assessment** to the Team Leader who will keep track of the information, and ensure that all testing operatives have demonstrated their ability to test.
7. Running a series of “**dress rehearsals**” prior to pilot day, including role play and extreme scenarios, to simulate what staff will experience when they start testing subjects. This will help your test site staff put in practice what they have learned.
8. Ensuring there are **adequate workforce** scheduled for the site to run the testing operations and ensure that health & safety standards are met, including contingency for break cover and in case of any workforce testing positive in their LFD test. Assessing that all resource have arrived for shift and replacing no shows.
9. Monitoring and managing **stock levels** to ensure adequate supplies of testing stock and PPE.
10. Ensuring all staff onsite have adequate **physical and psychological support** to fulfil their role.
11. Assessing whether the site and testing process adheres to the **SOP and clinical guidance** throughout the operation
12. Reviewing the checklist and performing a **daily Go/No Go assessment** on safety and staffing of testing operations
13. Any staff **testing positive** should leave the site and self-isolate until they can complete a confirmatory PCR test.