

The **Contact Tracer** role is to:

- Provide the first point of contact with people diagnosed with COVID-19 and their contacts, undertaking interviews by phone, and accurately capturing all relevant data on the CMS.
- Follow agreed protocols and scripts during the calls, inform cases and contacts about the importance of isolation, what to do if symptoms are present or develop and to respond to queries, referring these to the Team Leader, where appropriate.

The **Team Leader** role is to:

- Provide day to day management of the call handling team, providing first line support in contact tracing for COVID-19 related cases and their contacts.
- Manage more complex contacts/calls/settings escalated by the team and act as a liaison point for the Public Health teams in the relevant NHS Board, who will in turn provide a further level of escalation. Contact details for all Public Health Teams of NHS Boards are provided in [Appendix 2](#).
- Ensure their team has the appropriate level of support, training and access to information and systems to ensure that they support the delivery of an effective contact tracing service.

Contact tracing is not a clinical service and no clinical training is provided. Advice issued is standardised and the approach is designed to be completed at a level appropriate to the complexity of the case. Referral onwards to Team Leaders and Public Health Teams in NHS Boards is always available and full training is provided to all contact tracers.

## 7. Receiving Cases and Contacts

The process of **triage** determines who will undertake the initial call to the case or contact. Triage is either completed by the Public Health Teams in NHS Boards, or by Team Leads in the National Contact Tracing Centre (NCTC).

Following assessment of cases and contacts (triage), National Contact Tracing Centre work is allocated to Contact Tracers. Once cases or contacts are completed, they are passed back to Team Leads, closed off and the Public Health Team of the relevant NHS Health Board notified. Cases or contacts that have not been able to be closed before the end of the shift are passed back to the Duty Triage Team Lead for reallocation.