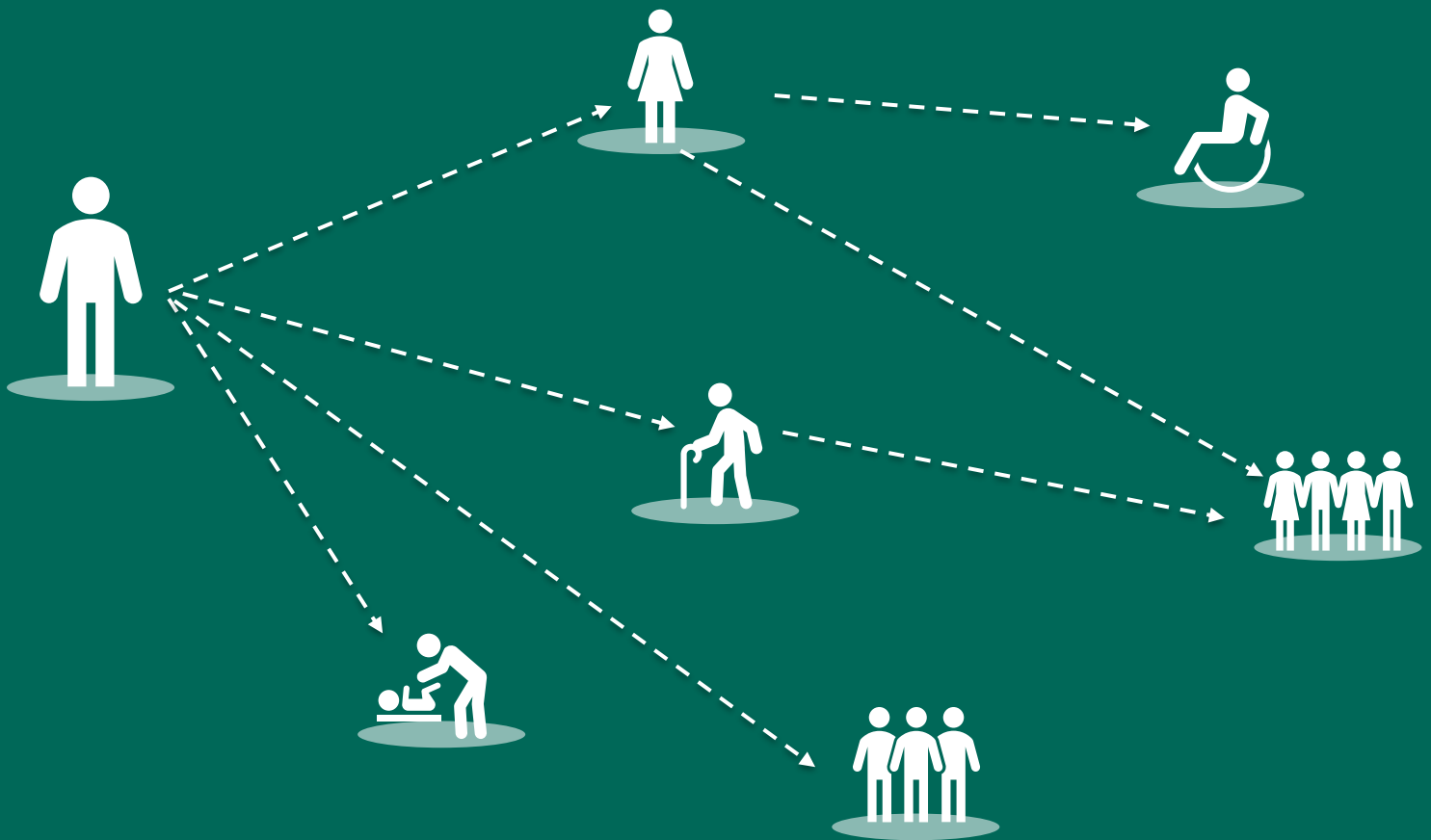


Coronavirus COVID-19

Contact Management Programme

Contact Tracer Recruitment

Frequently Asked Questions



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

Contact Tracer (Non-Clinical) – Recruitment FAQs

What is Contact Tracing?

The COVID-19 Contact Management Programme (CMP) was established in March 2020 to notify patients of their COVID-19 test results and, where necessary, conduct contact tracing. The ultimate aim of the CMP is to continue ‘flattening the curve’ by quickly informing patients of their COVID-19 test result, and in the case of a positive diagnosis, promptly identifying family, friends, colleagues and members of the public with whom they have been in close contact.

What does a Contact Tracer do?

Within the CMP, when a positive result is received for a patient who has been tested for COVID-19, telephone-based Contact Tracers undertake 3 calls:

- **Call 1:** Inform the patient that they have tested positive for COVID-19 and provide information on how to protect themselves and others.
- **Call 2:** Collect information about people they have been in close contact with to identify those who are at risk of infection.
- **Call 3:** Close contacts are then called and given advice on what to do if they become unwell or develop symptoms. This helps to stop the spread of the virus.

What are the skills required to be a contact tracer?

The CMP is committed to continually demonstrating the HSE values and Sláintecare principles of improving the service user experience and achieving better clinical outcomes. The below have been identified as Key Skills and Attributes for our Contact Tracing team.

- Enhanced communication skills and telephone manner
- Ability to compassionately emphasise with the patient’s experience
- Ability to remain calm while under pressure
- Ability and willingness to work autonomously with minimal supervision
- An ability to input data in the HSE’s Contact Tracing software (training provided)

How will you contact me?

We will contact you mainly via mobile phone (text/ phone call and email).

What are the hours of work?

The Contact Tracing Centres are open from 8am to 8pm, 7 days a week. You will be contracted to work a 37-hour week for 5 of these 7 days. You will also need to be available on Saturdays and Sundays.

How much will Non-Clinical Contact Tracers be paid?

The salary for contracted Contact Tracers (Non-clinical) is €24,000 per annum.

How much will Clinical Contact Tracers be paid

The salary for contracted Contact Tracers (Clinical) will be commensurate with your clinical background and experience.

Will there be training for this role?

Yes, there will be training for the role and you will be provided with further information as your applications progresses.

Will I receive Personal Protective Equipment (PPE)?

Contact Tracing is an administrative function that is conducted via phone. Therefore, PPE is not required.

Will I get paid for travel?

No travel will be required to perform this role. You will be responsible for your own commute to the Contact Tracing Centre.

I am an agency worker; can I apply for the role of Contact Tracer?

This is an open recruitment campaign. Any applicant who meets the eligibility criteria is invited to apply.

Will I have an HSE contract of employment?

No. You will be on an 11-month contract with CPL Healthcare.

Will I have to attend interview?

A virtual telephone interview will be arranged to ensure you are the right match for the role.

Will I have to do Garda/ Police clearance?

Yes. In line with the National Vetting Bureau Children & Vulnerable Persons Act (2012) all persons working in patient facing roles will need to be Garda Vetted. To ensure this does not delay your contribution to this important initiative, please respond to any Garda Vetting requests you receive as soon as you can.

What childcare arrangements will there be?

At present there are no centralised childcare arrangements supplied for those who work during COVID-19. If there is a change to this, we will update this information.

If I take up a job will I still get my Social Welfare payments?

Social Welfare rules will apply and will depend on your individual circumstances. As this will be decided by your circumstances and the type of employment offered to you, further clarification can be given to you when you are being offered a job.

I have an underlying medical condition; can I still work?

Please discuss any concerns regarding your ability to work with your GP. Please note that the Contact Tracing Centre is an office setting where other colleagues will be present.

Where can I find out more about COVID-19 or Coronavirus?

Keep yourself updated with the most up to date healthcare advice by visiting the [HSE](#) website.