

Date 20th November 2020

Deputy Róisín Shortall
Dáil Éireann
Kildare Street
Dublin 2

Email: roisin.shortall@oireachtas.ie

PQ35431/20 To ask the Minister for Health the average turnaround time for contact tracing job applications; and if there is currently a time lag in responding to applications for this role.

Dear Deputy Shortall

Many thanks for your query in relation to the Contact Tracers.

Contract Tracing staff for the Centres in Dublin, Limerick, Cork and Galway are currently being recruited by CPL Healthcare.

The response time for email queries from potential applicants is on average between 24-48 hours. An immediate response to confirm receipt of the email is generated, however that is dependent on the potential applicant sending an email to the correct email address i.e. campaign@hbsrecruitmentservices.ie. If an email query is sent to a different CPL email account, it may take longer to redirect that email.

At the outset of recruiting Contact Tracers (in September 2020), there was a delay in responding to some emails, however this has now been rectified.

A dedicated campaign for the recruitment of Level 1 Contact Tracers (generally those with clinical qualifications or experience) is currently advertised and this has reduced the number of emails received. This is available at <https://cplhealthcare.com/contact-tracing-jobs-ireland/>

Candidates who apply via this online campaign enter as part of streamlined recruitment process. CPL prioritise applications and communications dependent on the greatest staffing need per the individual Contact Tracing Centres. This simply means that if for example a Contact Tracing Centre in Dublin need more staff in a particular week, the candidates for that centre are prioritised as regards contact and follow up.

In relation to your query on the average time for contact tracing applications this is dependent on the status of the applicants' recruitment clearance documents, their availability for work and individual Contact Tracing Centres' staff needs as per the staff skill mix.

Candidates who already have recruitment clearances in place (e.g. candidates who originated from the 'Be on Call for Ireland' initiative) and are immediately available for work can be offered a job and start in as little as 1 day.

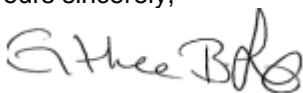
Candidates who applied more recently to CPL and have to give notice to another role can take an average of up to 3 weeks.

Start dates can also be pushed out by the Contact Tracing Centres in line with their individual staffing needs and the skill mix needed for that site.

Therefore, the appointment period can vary dependent on the Contact Tracing Centres' needs, the completion of the candidates' recruitment clearances, the notice period a candidate may have to give and the candidates' availability.

I hope this has provided you with the information you have requested and should you require any further information or clarification please do contact us.

Yours sincerely,



Eithne Fox
Assistant National Director HBS HR