



01 May 2020

Dear colleague,

As you will be aware, as part of the Department of Health and Social Care programme of work on COVID-19 testing and contact tracing, Public Health England is leading public health contact tracing activities. This letter is provided on behalf of one of your staff members who is expressing an interest in a role within the programme.

The programme will operate at three levels

- Level 1 – specialist public health functions including outbreak investigation and control, development of materials and support for tier 2 professional contact tracers
- Level 2 – contact tracing including interviewing of cases and identification of contacts, Escalation to Tier 1 as appropriate
- level 3 – contact tracing support through call handling teams

We are looking for suitably qualified people, with experience of contact tracing, to assist in filling some specific roles within the programme at levels 1 and 2. These roles will be suitable for Environmental Health Officers, Sexual Health Advisors, clinically qualified staff and others.

We know that people with these skills are highly valuable and we would be very grateful if you would support those wishing to apply to help us during the Contact Tracing programme as we try to establish a bank of appropriately experienced staff to help provide surge capacity to PHE teams to deliver contact tracing functions.

The roles we are seeking to fill are:

**Contact Tracing Team Level (Tier 1)** to link the regional and national levels as a professional expert point-of-contact to the contact tracing workforce and being part of the work on identifying the response to local contact tracing priorities. In outline tasks will include:

- Provide the provision of appropriate public health advice in complex incidents/outbreaks
- Support level 2 contact tracers in the delivery of their roles through the provision of clear advice and escalation of issues as appropriate
- Undertake initial interview of COVID-19 cases, undertake a public health risk assessment, identify contacts and provide public health advice (where appropriate), working to PHE protocols and guidance
- Assess and manage complex contacts, cases and situations escalated by level 2

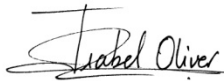
**Contact Tracing Level 2 Call Handler.** Tasks will include:

- Undertake initial interview of COVID-19 cases, undertake a public health risk assessment, identify contacts and provide public health advice (where appropriate) working to PHE protocols and guidance
- Manage complex contacts/calls escalated by level 3 Call Handlers

One of your staff members would like to apply for one of the roles and we would be grateful if you could support their application which should be submitted via the following email [recruitmentcell@phe.gov.uk](mailto:recruitmentcell@phe.gov.uk)

If they are then selected and rostered into a role, they will receive comprehensive training and support in delivering the role. Separately, PHE HR colleagues will be in touch regarding contracting and invoicing arrangements.

Thank you very much for your support

A handwritten signature in black ink that reads "Isabel Oliver". The signature is written in a cursive style with a large initial 'I'.

Professor Isabel Oliver  
PHE Contact Tracing Programme Lead  
Interim Director, National Infection Service  
Director, Research, Translation and Innovation and Deputy Director, Health Improvement  
Public Health England