



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Office of the National Director of Human Resources  
Health Service Executive  
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## HSE HR Circular 10/2008

**To: Each Asst. National Director of Human Resources/PCCC, HSE  
Each Network Manager, HSE  
Each Employee Relations Manager, HSE**

25<sup>th</sup> March 2008

### **Re: Home Help Service Review – Home Help Co-Ordinator**

I refer to the Report of the Joint High Level Group established to review Home Help Services under the independent chairmanship of Mr. Pat Gaughan. The report entitled '*Review of existing models/structures of home help provision & standardisation of the service*' has been formally accepted by all the parties and implementation arrangements for the application of the revised grading for Home Help Organisers is set out below following agreement by IMPACT on a revised job description for the re-graded post:-

1. Existing permanent Home Help Organisers who were in post at 1 December 2006 will have their post upgraded to reflect the pay of the clerical/administrative Grade V1 with effect from that date (1/12/06). Those who are confirmed in post should receive the same annual leave entitlements as existing clerical/administrative Grade 6 in the local area.
2. In all other circumstances posts will be filled by open competition with the start date effective from date of appointment to the post.
3. Unsuccessful candidates will revert to their substantive post.
4. The normal criteria governing starting pay on promotion will apply (DoHC circular 10/71). However, and in recognition of the unique circumstances Home Help Organisers who meet the criteria at 1 above should receive one additional increment on appointment.
5. The post is to be re-titled to Home Help Co-Ordinator.
6. All future appointments to the post of Home Help Co-Ordinator will be filled by open competition.

#### **Job Specifications**

A Job description (copy attached) to reflect the defined model of service delivery and the level of the post of Home Help Co-ordinator has been agreed nationally between the parties and should be issued to post holders who meet the criteria outlined above. Payment to the re-graded salary should be conditional on formal acceptance by the post holder of the agreed job description.

#### **Voluntary Agencies**

Where home help services are provided by voluntary agencies in the greater Dublin area and the post of Home Help Organiser exists arrangements should be made to fund the post at the enhanced rate through the existing service level arrangement.

**Funding**

Any enquires regarding funding adjustments in respect of the costs of implementation should be addressed to the Assistant Director of Finance in each of the four HSE Administrative Areas.

If you have any queries in relation to the content of this circular, you can contact Ms. Ann Marie Ward at the HSE-Employers Agency, 63 – 64 Adelaide Road, Dublin 2, telephone 01-662 6966.

Yours sincerely,



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**Martin McDonald**  
**National Director of Human Resources**

Appendix 1 to R2002

Job Specification and Terms and Conditions Template

<b>Job Title and Grade</b>	Home Help Co-Ordinator (Grade V1)
<b>Competition Reference</b>	
<b>Closing Date</b>	
<b>Taking up Appointment</b>	
<b>Location of Post</b>	----- Local Health Office
<b>Organisational Area</b>	Health Service Executive
<b>Details of Service</b>	The home help service is an integral part of the delivery of primary care services and home helps, as part of the reconfiguration of existing services, will be members of the primary care team, delivering vital support services to people living in the community or returning to live in the community. Home support services, including home helps, will be delivered through the primary care team structure and managed at primary and social care network level.
<b>Reporting Relationship</b>	<p>Reports to: Area Manager for older people/Local Health Office area administrator –on an interim basis during the transition period for Primary Care Teams and Primary &amp; Social Care Networks.</p> <p>Supervises: Assistant Home Help Organiser &amp; Home Helps assigned to him/her</p> <p>Working Relationships: Home Help Co-Ordinators will work with members of the Primary Care Multi-disciplinary team and the Primary &amp; Social Care Network team. Members of the team will include – Public Health Nurses, Social Workers, General Practitioners and other relevant Health Professionals</p>
<b>Purpose of the Post</b>	To manage the delivery home help service to clients within approved budgetary allocation. The Home Help Co-Ordinator will have responsibility for the delivery of the home help service to a Primary and Social Care Network (PSCN), consisting of 3 – 4 Primary Care Teams. The Home Help Co-Ordinator will be a member of a primary & social care network and will provide governance and supervision together with HR management support to the Home Help staff on a number of primary care teams. The Home Help Co-Ordinator will work closely with the other members of the primary



	care team and network team to ensure that they are cognisant of other services which the client/family may be receiving and can ensure that home help / home care services are delivered in an integrated seamless manner.
<b>Principal Duties and Responsibilities</b>	<p>The job description is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</p> <ul style="list-style-type: none"> <li>• To supervise, co-ordinate and support the work of home helps and assistant home help organisers assigned to him/her.</li> <li>• To participate as a member of the primary and social care network and support home helps in their role as members of primary care teams</li> <li>• To arrange induction and ongoing training for home helps to ensure the delivery of a quality service.</li> <li>• To identify on the training needs of home helps and participate in training programmes as required.</li> <li>• To input into the assessment and ongoing monitoring of the non-clinical needs of clients. (When the assessment of the clients needs have been reported on, the home help co-ordinator will be responsible for the detailed specification of the clients home help needs so that these can be matched to the work specification given to the home help)</li> <li>• To liaise with health professionals and voluntary organisations as necessary.</li> <li>• To convey as appropriate to other professions concerns reported by the home help in relation to the clients condition.</li> <li>• To assist in the recruitment of home helps and assistant home help organisers as required</li> <li>• To keep and maintain appropriate records of clients in receipt of home help service.</li> <li>• To keep and maintain appropriate records in relation to all staff assigned to him/her including salaries, annual leave, sick leave, etc.</li> <li>• To prepare, certify and approve pay sheets and travelling expenses.</li> <li>• To carry out any other duties that may be assigned from time to time.</li> </ul>
<b>Eligibility Criteria, Qualifications and /or experience</b>	<p>Candidates must on the latest date of receipt of completed application forms for the office:</p> <ul style="list-style-type: none"> <li>• Have obtained such a standard of education as to enable him/her to discharge the duties of the post satisfactorily</li> <li>• Demonstrate relevant management ability and experience within a health or social services setting</li> <li>• Possess the requisite knowledge, ability and experience to fulfil the duties of the post</li> </ul>
<b>Post Specific Requirements</b>	

<b>Skills, competencies and/or knowledge</b>	<p>Core Competencies</p> <ul style="list-style-type: none"> <li>• Client Focus <ul style="list-style-type: none"> <li>○ Commitment to deliver a high quality, person centred service</li> </ul> </li> <li>• Communications and Interpersonal skills <ul style="list-style-type: none"> <li>○ Excellent communication/ interpersonal skills</li> </ul> </li> <li>• Management Skills – <ul style="list-style-type: none"> <li>○ Ability to supervise, manage and motivate a team of home help service providers</li> <li>○ Ability to plan and manage change</li> </ul> </li> <li>• Office Management <ul style="list-style-type: none"> <li>○ Demonstrate experience in managing challenging deadlines and effectively handling multiple tasks</li> <li>○ Demonstrate excellent organisational skills in the area of general administration, resource allocation etc.</li> </ul> </li> <li>• Budget Management <ul style="list-style-type: none"> <li>○ Financial awareness and ability to operate service within budget.</li> <li>○ Good knowledge on managing and implementing service plans and budgets</li> </ul> </li> <li>• Demonstrate a comprehensive understanding of the Irish health system and structures</li> <li>• Have an understanding of legislation relevant to the role, e.g. Health and Safety, Employment legislation,</li> <li>• IT Skills, Word, Excel, e-mail</li> </ul>
<b>Other requirements specific to the post</b>	<p>As this post may involve regular travel access to suitable personal transport to allow to proper discharge of the duties of the post.</p>
<b>Competition Specific Selection process</b>	
<b>Shortlisting</b>	<p>Applicants may be shortlisted for interview based on information supplied in the application form at the closing date or in other specified assessment documentation</p> <p>Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/ or knowledge section of this job specification and the information supplied in the competency based application form if used.</p>
<b>Code of Practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the new Commissioners for Public Service Appointments (CPSA).</p> <p>Codes of practice are published by the CPSA and are available on <a href="http://www.careersinhealthcare.ie">www.careersinhealthcare.ie</a> in the document posted with each vacancy entitled "Code of Practice, information for candidates or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a></p>



## HEALTH SERVICES EXECUTIVE

### Terms and Conditions of Employment Home Help Co-Ordinator

Tenure	<p>The appointment is whole-time, permanent and pensionable.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004.</p>
Remuneration	<p>The Salary scale for the post is €45,378, €46,514, €47,890, €50,467, €52,010, <b>€53,926, €55,855 LSIs</b></p> <p>The 1<sup>st</sup> Long Service Increment (LSI) i.e. €53,926 will be given to employees who have been remunerated at the maximum point of the salary scale for a period of 3 years.</p> <p>The 2<sup>nd</sup> Long Service Increment (LSI) i.e. €55,855 will be given to employees who have been remunerated at the at the first LSI point for a period of 3 years</p>
Working Week	The standard working week applying to the post is:
Annual Leave	The annual leave associated with the post is:
Superannuation	<p>All pensionable staff become members of the pension scheme.</p> <p>Applicants for posts in the Mental Health service are advised that Section 65 of the Mental Treatment Act, 1945, <u>does not</u> apply to new entrants to the Mental Health Services as defined by the Public Service Superannuation(Miscellaneous Provisions) Act, 2004 (Section 12 of that Act) New entrants</p>
Probation	Every permanent appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.
Age	Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age.
Health	A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.
Character	Each candidate for and any person holding the office must be of good character.