 

**NRS14607 Apprentice in Social Work**

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title, Grade Code** | Apprentice in Social Work |
| **Remuneration** | The salary scale for the post is: Year 1 - €34,256 Year 2 - €36,367Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | **NRS14607** |
| **Closing Date** | Friday 16th December 2024 at 5:00pm |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | The start date for this post will be 1st June 2025. Please note that the start date is not negotiable  |
| **Location of Post** | There are currently 5 HSE Social Work Apprenticeship posts available. These are based in the following locations:* 1 x Cork City
* 3 x Limerick City
* 1 x Thurles, Co. Tipperary

Vacancies in other locations for the 2025 programme may become available between advertisement date and commencement date of 1st June 2025 and these will be filled from the applicant pool created on foot of this campaign. |
| **Informal Enquiries** | Please email you query to hseapprenticeships@hse.ie and a member of the HSE Apprenticeship Team will be in contact. |
| **Details of Service** | The Apprentice in Social Work programme has been developed by an industry-led consortium with University College Cork (UCC) as the lead educational institution.The 2 year apprenticeship programme merges higher education with work-based learning by providing the post holder with a unique opportunity to gain practical administrative experience within a Social Work team whilst completing college-based learning towards achieving a Level 9 Social Work qualification.The Apprentice will spend approximately 15 months on-the-job under the supervision and guidance of experienced, professionally qualified Social Workers and 9 months off-the-job completing a total of 3 college-based learning blocks at UCC.There is Social Work Apprentice Handbook which contains additional information on the Apprentice in Social Work which can be found [here](https://content.apprenticeship.ie/f/83224/x/0c10b1f40a/apprentice-in-social-work-social-work-apprenticeship-apprentice-handbook-a4-v13.pdf):<https://content.apprenticeship.ie/f/83224/x/0c10b1f40a/apprentice-in-social-work-social-work-apprenticeship-apprentice-handbook-a4-v13.pdf>Following completion of the full-time, structured programme and successful achievement of both the practical and academic elements, the apprentice will be positioned to register as a Social Worker with CORU- the regulatory body in Ireland. |
| **Reporting Relationship** | The post holder’s professional reporting relationship for all matters relating to the work-integrated learning blocks and all matters relating to the business support and clinical supervision will be to an assigned Mentor who is a CORU registered, Professionally Qualified Social Worker.The employer’s Apprenticeship Co-Ordinator will act as liaison between the Social WorkApprenticeship Consortium, UCC and the Employer in terms of work-based learning, supervision, completion and return of relevant documentation in relation to the programme. |
| **Key Working Relationships** | The Apprentice in Social Work is expected to interact routinely with multiple stakeholders.The execution of the apprentice’s duties and responsibilities will depend upon the development and maintenance of effective working relationships with; * Internal stakeholders
* Line manager, mentor, and health and social care professionals on the team
* Local service area managers
* Service area Heads of Department
* External stakeholders including academic staff associated with the apprenticeship

 programme and other apprentices on the programme to progress learning |
| **Purpose of the Post**  | The purpose of the post is to support the provision of a social work service that seeks to improve the health and social wellbeing of the service users.The Apprentice in Social Work will act as the administrative champion for the Professionally Qualified Social Worker/s and Social Work Staff within his/her designated area.The apprentice will attend academic training and study at UCC during their apprenticeship training and will be required to pass all academic examinations and meet CORU standards of proficiency during work-integrated learning/placement blocks, and to maintain records of progression and development. |
| **Principal Duties and Responsibilities** | *The Apprentice in Social Work will:* **Professional / Clinical** * Provide clerical and administrative support to their assigned Social Worker and their team in the delivery of a quality service to service users ensuring required standards are maintained
* Work within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the employer
* Incorporate Social Work values and ethical principles in their duties
* Assist the Social Work team to implement models of best practice / evidence based practice
* Participate in conference calls, workshops, events and meetings as required with Social Worker and other relevant external and internal stakeholders to develop strategies to support service users
* Supporting the team to promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups
* Assist with the planning, delivery and engagement in co-produced interventions as appropriate with individuals, families, groups, organisations and communities
* Support the Social Work team by providing a co-ordination and administrative role for case management where appropriate
* Provide observations to Social Worker where social conditions are a major factor in health and social wellbeing
* Promote anti-discriminatory practice and also cultural competence
* Actively participate as a member of the team / service in team building and change management initiatives
* Attend court, case conferences, meetings, tribunals, and other relevant fora with qualified professional as required as part of on-the-job learning
* Keep line manager fully informed and up-to-date on all significant matters
* Carry out any other tasks as directed by their line manager and team

**Education & Training** * Register for a Level-9 social work programme in UCC to complete social work apprenticeship education; and once registered to attend and successfully pass the requirement credits/modules attached to the social work apprenticeship programme (including work-integrated learning/placement blocks)
* Successfully complete clinical placements
* Maintain, in conjunction with their Line Manager, a continuous record of experience and assessment of on-the-job learning, including their reflections of their experience and to make this record available for examination (including external examination)
* Maintain continuous personal development and participate in team-based development, education, supervision (including group/peer supervision), training, and learning
* Complete all mandatory training as set out by the employer
* Maintain excellent IT skills relevant to the role
* Maintain own knowledge of employer policies, procedures, guidelines and practices, to perform the role effectively and to ensure current work standards are met by own team.

**Administrative** * Ensure the efficient day-to-day administration of area of responsibility to include completion of standard business processes
* Ensure that deadlines are met and service levels maintained
* Support the preparation and issuing of office documentation (correspondence, data, reports, etc.) to the highest possible standard to ensure quality and accuracy
* Ensure that archives and records are accurate, up-to-date and readily available for the Social Work team
* Maintain confidentiality of documentation, records, etc. in line with general data protection regulation (GDPR)
* Maximise the use of technology in ensuring work is completed to a high standard.
* Ensure line management is kept informed of identified issues
* Ensure that key stakeholders are kept informed on relevant matters in line with guidance provided by line manager
* Deliver social work administrative service in collaboration with other disciplines / agencies as required in accordance with local guidelines, the Freedom of Information (FOI) Act and service policies and procedures
* Organise and attend meetings - taking minutes/notes as required

**Health & Safety*** Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
* Document appropriately and report any near misses, hazards and accidents and bring them to the attention of designated individual(s) in line with best practice.
* Work in a safe manner with due care and attention to the safety of self and others.
* Be aware of risk management issues, identify risks and take appropriate action.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Comply with procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices.
* Promote a culture that values diversity and respect.
* Have a working knowledge of all the relevant standards as applicable to the role such as the Health Information and Quality Authority (HIQA) Standards, for example:
* Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**The above Job Specification 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 them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Eligible applicants will be those who on the closing date competition:**1. **Professional Qualifications/Experience**
2. **Entry Requirements to Master of Social Work (MSW) (QQI- Level 9)**
3. Applicants must have at least a Second Class Honours Grade 1 in a primary honours degree (NFQ, Level 8) in social science or its equivalent,

or ii. Have an approved Level 8 conversion programme i.e. the Higher Diploma in Social Policy with at least a Second Class Honours Grade 1, and have completed a minimum of three-months’ relevant work experience in a social work or social work-related field.**Or**1. **Entry Requirements to Postgraduate Diploma in Social Work Studies (PDSWS) (QQI- Level 9)**
2. Applicants must have at least an honours primary degree (NFQ, Level 8) in social science or its equivalent,

or 1. Hold an approved Level 8 conversion programme i.e. the Higher Diploma in Social Policy, and have completed a minimum of three-months’ relevant work experience in a social work or social work-related field.

**Consideration under Recognition of Prior Learning (RPL) may also be given to applicants who:**1. hold an honours primary degree (NFQ, Level 8) in any discipline, and have completed a minimum of twelve months’ relevant work experience in a social work or social work-related field.

**Or**1. hold a primary ordinary degree (NFQ, Level 7) in social science or its

equivalent with an overall result of at least a Second Class Honours Grade 1 and have completed at least three years’ experience in a social work or social work-related field.**Or**1. non-graduates with at least five years’ professional experience in a social work or social work-related field may also be considered for admission.

 **2. Health**Candidates 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. **3. Character**Candidates for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | Have access to appropriate transport to fulfil the requirements of the role including mandatory attendance at UCC for completion of academic programme.Proficiency in the English language is a requirement and candidates must meet the UCC requirement: [PG English Language Entry Requirements | UCC | University College Cork |](https://www.ucc.ie/en/study/comparison/english/postgraduate/) [Ireland](https://www.ucc.ie/en/study/comparison/english/postgraduate/) |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Knowledge and experience relevant to the role as per the duties, responsibilities

and eligibility criteria requirements of the role.* Understanding of relevant strategies, reports and legislation applicable to the
* Employer and apprenticeship programme
* Maximise the use of ICT, demonstrating excellent computer skills particularly
* Microsoft Office Word, Excel, PowerPoint, Teams, Outlook etc.
* Ability to work in line with relevant policies and procedures.

**Planning and Managing Resources*** Demonstrates the ability to plan and organise own workload in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Sets realistic goals and time-scales, taking account of potential problems and competing priorities.
* Devotes time and energy to the most important task at any given time and the ability to offer a results-oriented approach with high levels of drive, commitment and enthusiasm.
* Demonstrates flexibility or adaptability to respond to changes in the plan.

**Team Skills*** Demonstrates an ability to work on own initiative as well as part of a multidisciplinary team.
* Demonstrates a willingness to get involved and assist others as appropriate.
* Contributes to a positive team spirit.
* Reacts constructively to setbacks, is able to maintain professionalism and

manage situations where conflict arises.* Empathises with others and seeks to understand their frustrations.

**Commitment to providing a Quality Service*** Demonstrates high attention to detail and a commitment to providing a high quality, person centred service.
* Demonstrates an ability to be flexible and embrace change in order to enhance service delivery and improve service user care.

**Evaluating Information and Judging Situations*** Demonstrates the ability to critically analyse, evaluate information, and make

effective decisions with regard to service user care in conjunction with line manager* Gathers information from enough sources and other people to make well founded decisions/solve problems.
* Demonstrates initiative and adaptability in the resolution of complex issues and can confidently explain the rationale behind decisions when faced with opposition.
* Recognises when to involve other parties at the appropriate time and level.
* Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.

**Communications and Interpersonal Skills*** Effective communication skills (verbal & written) including the ability to present

information in a clear and concise manner* Demonstrates effective interpersonal skills. Is sensitive to issues arising from multiple stakeholders, is patient and understanding.
* Strong interpersonal skills including the ability to build and maintain relationships

with a variety of stakeholders* Demonstrate the ability to empathise with and treat others with dignity and respect.
* Demonstrates the good negotiation skills, is assertive as required.
 |
| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Apprentice in Social Work**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **Tenure** | The current vacancy available is a 2 year specified purpose contract**.**Failure to pass all programme elements; practical and academic may result in a pause in employment and a change in employment status subject to the employer’s needs and requirements at that time.There is a requirement that on successfully completing their studies, and following registration with CORU, the Apprentice in Social Work will be required to remain with the employer for a period of 3 years post qualification and will transfer to a Social Worker contract. |
| **Remuneration** | The Salary scale for the post is:Year 1 - €34,256 Year 2 - €36,367Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html>Please note that all appointees will start at the 1st point of the salary scale and there is no further negotiation available on this. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008, will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post is 28 days.It will be expected that the apprentice will take part of their annual leave at various stages during the course of each year. Annual leave is not permitted during college time or during work-based learning.Year 1:* 10 annual leave days between 20th December and the 10th January.
* 5 annual leave days between from 21st and 25th April.

\*Total 15 days which leaves 13 annual leave days which can be taken over the summer months, mid-May to start of September.Year 2:* Will be agreed with line manager and in line with academic requirements.

Annual leave incorporates time for study assignments etc. associated with the apprenticeship programme. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will uponappointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants. |
| **Probation** | Every 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. |
| **Protection for Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection for Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Mandated Person Children First Act 2015** | As a mandated person under the Children First Act 2015 you will have a legal obligation:* To report child protection concerns at or above a defined threshold to TUSLA.
* To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

You will remain a mandated person for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |