 Senior Executive Officer Grade VII

**National Complaints Governance & Learning Team**

**Job Specification & Terms and Conditions**

**One year Temporary Contract**

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| **Job Title, Grade Code** |  **Senior Executive Officer Grade VII** (Grade Code 0582) **One Year Temporary Contract** **te****Temprar** |
| **Remuneration** | The Salary scale for the post is (Grade Code 0582):€57,106 €58,500 €60,130 €61,766 €63,408 €64,873 €66,367 €67,819 €69,261 **€71,744 €74,235 LSIs** (01/01/24)Salary 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** | Grade VII NCGLT |
| **Closing Date** | 9th July 2024 |
| **Proposed Interview Date (s)** | End July 2024 |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Roselawn House, University Business Complex, National Technology Park, Limerick. V946K65Please note that no panel will be formed as a result of this recruitment campaign.  This campaign will be used to fill the listed post/s only and no additional jobs will be offered to candidates successful at interview.  Once the post/s are filled the candidate pool will be disbanded. |
| **Informal Enquiries** | **Elaine Ahern, Senior Manager, NCGLT,** Email: elaine.ahern@hse.ie or Telephone 087 6034490  |
| **Details of Service** | **National Complaints Governance and Learning Team (NCGLT),** The function of the NCGLT is to improve the quality of services with measurable benefits for patients and service users by delivering on the annual National Service Plan and related programmes.The OPI Division is charged with measuring how the health services perform in relation to the quality of the services provided, building the capacity of the organisation to respond to and learn from service user and service provider feedback as well as risks and safety incidents.Listening to our patients and service users forms an integral part of a culture of continuous learning and is a critical mechanism for providing early warnings, assurance in relation to the quality of our services and an indication of the priorities for quality improvement. NCGLT will provide a renewed leadership for and a focus on HSE feedback processes under the newly revised National Your Service Your Say Policy (November 2017).  |
| **Reporting Relationship** | The post holder will report to a nominated senior manager at a higher grade.  |
| **Purpose of the Post**  | To provide Senior Executive Officer management and support functions as assigned.  |
| **Principal Duties and Responsibilities** | **Assessment of Need*** Responsible for overseeing the complaints management process to ensure it is implemented fully, adhered to and that the rights and legitimate interests of service users and staff are protected.
* Direct staff and service users in the implementation of the complaints management process.
* Determine and advise staff on appropriate resolutions of complaints received through implementation of the complaints management process.
* Investigate complaints received from Assessment of Need applicants including complaints from solicitors acting on the applicant’s behalf.
* Investigate complaints as per Court Order as and when required.
* Accountable for ensuring the team investigate and conclude complaints in a timely manner.
* Make recommendations, which may also support organisational learning and improvement.
* Advise the service user of Appeals rights and their right to go to the Circuit Court for an enforcement order directing the executive to implement the determination/recommendation.
* Determine the overall effectiveness of the complaints management process within their area of responsibility.
* Generate anonymised complaints data and disseminate this information as appropriate.
* Draft and submit reports as appropriate to the National Complaints Governance and Learning Team.
* Liaise with the HSE legal team are required by the role.

**Project Management:*** Works with Senior Managers / function leads and all key stakeholders to define programme/project requirements and scope
* Assists in the identification and management of resources and funding assigned to the project
* Ensures that required supports are available to enable successful delivery of the project
* Monitors progress and completion of all project tasks and activities
* Ensures approval and acceptance of programme / project deliverables to agreed quality standards
* Oversees the management of all aspects of project delivery through the full lifecycle from initiation to closure
* Report on project progress to Senior Managers / function lead and key stakeholders and status of the assigned projects
* Ensure proper procedures are in place to protect records generated through projects and devise and implement protocols for the correct access to these files

**Change Management*** Active and collaborative engagement with the service delivery divisions to clearly understand the challenges faced by services in relation to the ‘Your Service Your Say’ agenda.
* Embrace change and promote and participate in the implementation of change both within the functions and with key stakeholders
* Promote and support new ways of working and facilitate change by working to gain buy-in and support at all levels of the service.
* Inform individuals and teams of decisions that have implications for their workflow and encourage and support staff through the change process
* Gather information from a variety of sources to ensure decisions are in line with local and national agreements
* Promote quality of working practices and uniformity of standards, by on-going review and evaluation processes identifying changing needs and identifying best practice solutions.

**Communications / Stakeholder Management and Training:** * Build and maintain effective and appropriate client and stakeholder relationships
* Work in close co-operation with key stakeholders
* Promote and maintain a client focused environment by ensuring patients, service users and family members are treated with dignity, empathy and respect
* Ensure that highly effective communication mechanisms and processes are in place to manage, motivate and influence multiple stakeholders.
* Support training programmes delivered by NCGLT
* Deliver presentations to groups on Team functions and changes within service
* To participate and represent the functions / HSE on committees and groups as required
* Support launch and rollout of relevant projects nationally
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships

**Administration*** Maintain knowledge of relevant procedures, practices, regulations and legislation to perform the role effectively and to ensure standards are met, e.g. Health Act 2004, Your Service Your Say, Data Protection, Freedom of Information, etc.
* Lead the development and maintenance of standard operating procedures to support the day to day work of the National Complaints Governance and Learning Team
* Lead on the development of policy, guidelines and procedures and associated training materials
* Ensure accurate attention to detail and consistent adherence to procedures, processes and current standards within areas of responsibility
* Co-ordinate meetings, prepare documentation, design templates, document outputs and version control of documentation
* Maintain records in line with HSE policy and relevant legislation
* Ensure and safeguard the confidentiality of all client information in line with HSE policy and relevant legislation
* Contribute to service plan and operational plan for own area and implement these objectives within own area
* Contribute to the development of the annual report for the NCGLT Office
* Proactively identify inequalities, inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures
* Seek feedback from clients and stakeholders to evaluate service
* Provide support and line management to assigned staff.
* Conduct regular staff meetings to keep staff informed and to hear views
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner
* Support the conduct of audits and preparation of audit reports

**General*** Have a working knowledge of the 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.* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Health & Safety*** Promote a safe working environment in accordance with Health & Safety legislation
* Be aware of and implement agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations and standards.

**Other*** Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service

**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** | **The applicant pool for this campaign is restricted to existing HSE staff working at Grade VII or higher**Eligible applicants will be those who on the closing date for the competition have* Experience of complaint management, particularly in the field of Assessment of Need
* Experience of analysing and interpreting information to make decisions quickly and exercising sound judgement to manage competing priorities and deadlines, as required by the role
* Experience of interpreting complex data sets and producing reports for senior management to inform high level decision making.
* Experience of delivering change in a complex environment
* Experience of team management
* Experience of working collaboratively with multiple internal and external stakeholders and customers, as relevant to this role

**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. |
| **Post Specific Requirements** | * Experience of complaint management, particularly in the field of Assessment of Need
* Experience of analysing and interpreting information to make decisions quickly and exercising sound judgement to manage competing priorities and deadlines, as required by the role
* Experience of interpreting complex data sets and producing reports for senior management to inform high level decision making.
* Experience of delivering change in a complex environment
* Experience of team management
* Experience of working collaboratively with multiple internal and external stakeholders and customers, as relevant to this role
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*****Demonstrate:**** Understanding of complaints legislation and national policy, ‘Your Service Your Say’ and knowledge of policy, regulations and legislative requirements pertaining to NCGLT including an understanding of Data Protection, Freedom of Information, and the Health Information and Quality Authority and other standards and legislation as they apply to the role
* An understanding of risk mitigation approach relating to privacy and confidentiality
* Understanding of the key participative structures responsive to the needs and preferences of service users and patients
* An awareness of the services provided under Integrated Operations / Patient and Service User Experience and the National Complaints Governance and Learning Team
* An understanding of the challenges of leading a complex change project with significant technology, process, clinical change, interdependencies and HR challenges;

**Communications & Interpersonal Skills*****Demonstrate:**** Effective verbal communication skills, delivering complex information clearly, concisely and confidently
* Ability to deliver sensitive information in an empathetic manner
* Excellent written communication skills including strong report writing and presentation skills
* Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders and build effective relationships.

**Planning & Organising and Delivery of Results*****Demonstrate:**** The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes
* The ability to use resources effectively, challenging processes to improve efficiencies where appropriate

**Evaluating Information, Problem Solving & Decision Making*****Demonstrate:**** Excellent analytical, problem solving and decision making skills
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* Ability to evaluate complex information and make sound decisions with a well-reasoned rationale and to stand by these
* The ability to confidently explain the rationale behind decision when faced with opposition
* Initiative in the resolution of complex issues

**Building and Maintaining Relationships including Teamwork & Leadership Skills*****Demonstrate:**** The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working
* The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment
* The ability to lead a team by example, coaching and supporting individuals as required.
* Flexibility, adaptability and openness to working effectively in a changing environment

**Commitment to a Quality Service*****Demonstrate:**** Evidence of incorporating the needs of the service user into service delivery
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers
* Commitment to developing own knowledge and expertise
* Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
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| **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. |

**Grade V Staff Officer – Your Service Your Say Team**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **temporary** and **whole time.** The post is pensionable. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The Salary scale for the post is (Grade Code 0582):€57,106 €58,500 €60,130 €61,766 €63,408 €64,873 €66,367 €67,819 €69,261 **€71,744 €74,235 LSIs** (01/01/24)New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **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 will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment 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.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **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 of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)