

**Grade IV**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Assistant Staff Officer – National Complaints Governance & Learning Team.(Grade code 0558) |
| **Remuneration** | The Salary scale for the post is (as at 01/10/2024): €34,256 - €36,367 - €37,215 - €39,356 - €41,317 - €43,033 - €44,694 - €46,935 - €48,563 - €50,202 - €51,733 - €53,304 LSIsSalary 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** | NCGLTGIV |
| **Closing Date** | 4th December 2024 @ 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** | A start date will be indicated at job offer stage. |
| **Location of Post** | National Complaints Governance and Learning Team, HSE Communications and Public Affairs, Roselawn House, University Business Complex, National Technology Park, Limerick, V946K65. There is currently four permanent whole-time vacancies available. A panel may be formed as a result of this campaign for Grade IV Assistant Staff Officers NCGLT, from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | **Elaine Ahern, Senior Manager, NCGLT,** Email: elaine.ahern@hse.ie  Telephone: 087 6034490    |
| **Details of Service** | **The Grade IV, NCGLT, will support the statutory function of the National Complaints Governance and Learning Team.** **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 service 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.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.  |
| **Key Working Relationships** | The post holder will engage with other AON staff, Liaison Officers, Assessment Officers and staff in the National Complaints Governance and Learning Team. |
| **Purpose of the Post**  | To provide management and support functions as assigned.  |
| **Principal Duties and Responsibilities** | The position of Grade IV encompasses both managerial and administrative responsibilities, which include the following:**Administration*** Ensure the efficient day-to-day administration of area of responsibility.
* Ensure that deadlines are met, and service levels maintained.
* Support the preparation and issuing of office documentation (correspondence, reports, etc.) to the highest possible standard by monitoring and reviewing the work of the team to ensure quality and accuracy.
* Ensure that archives and records are accurate and readily available.
* Maintain confidentiality of documentation, records, etc.
* Maximise the use of technology in ensuring work is completed to a high standard
* Ensure line management is kept informed of issues.
* Ensure that stakeholders are kept informed and that their views are communicated to middle management.
* Organise and attend meetings as required.
* Take minutes at meetings and prepare for timely circulation following meeting.

**Assessment of Need*** Ensure that the complaints management process is implemented, adhered to and that the rights and legitimate interests of service users and staff are protected.
* Support staff and service users in the implementation of the complaints management process.
* Find resolution of the complaint 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.
* 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.
* Submit reports as appropriate to the National Complaints Governance and Learning Team.

**Customer Service*** Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying Line Manager of any deficiencies.
* Ensure that service users are treated with dignity and respect.
* Act on feedback from service users / customers and report same to Line Manager.

**Human Resources / Supervision of Staff*** Manage the performance of staff.
* Ensure an even distribution of workload amongst the team, considering absence due to annual leave etc.
* Supervise and ensure the well-being of staff within own remit.
* Co-operate and work in harmony with other teams and disciplines.

**Service Delivery and Improvement*** Actively participate in innovation and support change and improvement initiatives within the service; implement agreed changes to the administration of the service.
* Encourage and support staff through change processes.

**Standards, Policies, Procedures and Legislation*** 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.
* Maintain own knowledge of relevant regulations and legislation e.g., Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR.
* Ensure consistent adherence to procedures within area of responsibility.
* 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.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Risk Management, Quality, Health & Safety*** Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* 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.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education & Training*** 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** | **. Professional Qualifications, Experience, etc** (a) Eligible applicants will be those who on the closing date for the competition: 1. Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004.

**Or** 1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.

 **Or** 1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.
2. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).

*Note1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.***And**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**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** | * Demonstrate the depth and breadth of experience of complaints management in the field of Assessment of Need and/or complaints.
* Demonstrate the depth and breadth of experience of managing and delivering multiple concurrent pieces of work.
* Demonstrate the depth and breadth of experience of working collaboratively with multiple internal and external stakeholders and customers, as relevant to this role.
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| **Other requirements specific to the post** | Have access to appropriate transport to fulfil the requirements of the role.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** 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 awareness of the services provided under the National Complaints Governance and Learning Team.
* Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.

**Planning and Managing Resources** * Demonstrate the ability to plan and organise own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Sets realistic goals and timescales, taking account of potential problems and competing priorities.
* Devotes time and energy to the most important task at any given time.
* Maintains an awareness of value for money.

**Commitment to a Quality Service*** Demonstrate a commitment to providing a quality service.
* Demonstrate awareness and appreciation of the service user and has strong customer service skills.
* Embraces the change agenda; demonstrates flexibility, initiative and adaptability in a changing work environment.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, the ability to evaluate information, problem solve and make effective decisions.
* Makes decisions and solves problems in a timely manner before they accumulate.
* Gathers information from enough sources and other people to make well founded decisions / solve problems.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team.
* Contributes to a positive team spirit.
* Demonstrates a willingness to become involved and help team members if they are under pressure.

**Communication & Interpersonal Skills** * Effective communication skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.

Demonstrate the ability to influence people and events. |
| **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 IV Assistant Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent** and **whole time**The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. 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 (as at 01/10/2024): €34,256 - €36,367 - €37,215 - €39,356 - €41,317 - €43,033 - €44,694 - €46,935 - €48,563 - €50,202 - €51,733 - €53,304 LSIsNew 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 [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)