

**General Manager,**

**National Protected Disclosures Office, Public Involvement, Culture and Risk Management**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | General Manager(Grade Code: 0041) |
| **Campaign Reference** | NRS14365 |
| **Closing Date** | Tuesday 9th July 2024 at 3pm |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | National Protected Disclosures Office, Dr. Steevens’ Hospital Dublin 8, D08 W2A8The National Director of Public Involvement, Culture and Risk Management is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability for relevant Dublin based meetings.There is currently one permanent whole-time vacancy available within the National Protected Disclosures Office, Public Involvement, Culture and Risk Management. A panel may be formed as a result of this campaign **for General Manager, National Protected Disclosures Office, Public Involvement, Culture and Risk Management** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Mr. David Langton, Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management **Email:** david.langton@hse.ie **Mobile:** 0879568746 |
| **Details of Service** | The HSE and its funded agencies provide a large range of essential health and social services for the population of Ireland. At some point between birth and end of life everyone will depend on the health service for their care. These critical services need to be provided in an effective and safe way and therefore as a health service, we are continuously endeavouring to improve the quality of these services. The HSE is committed to maintaining the highest possible standards of care for patients and clients, to providing employees with a healthy and safe working environment and to complying with its legal obligations. The HSE encourages the making of Protected Disclosures by workers (i.e., employees, contractors, agency staff, etc.) in line with the relevant legislation. Two sets of legislation apply to the making of Protected Disclosures in the Health Sector. These are the Health Act 2004 (as amended in 2007) and the Protected Disclosures Act 2014 (as amended in 2022). This National Office for Protected Disclosures leads the development, monitoring of and reporting on revised procedures for receiving, screening, referring, investigating, and closing out Protected Disclosures. It also ensures and monitors protections for disclosers. |
| **Reporting Relationship** | The General Manager (GM) will report to the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management or other nominated manager |
| **Key Working Relationships** | Key working relationships include, but are not limited to:* National Director Public Involvement, Culture and Risk Management;
* Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management;
* Regional Governance & Risk Leads;
* National Office of Protected Disclosures team;
* Protected Disclosures Working Group;
* Audit and Risk Committee and other Board Committees as required.
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| **Purpose of the Post**  | The General Manager will assist and support the National Director Public Involvement, Culture and Risk Management and the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management, in the discharge of their duties in relation to the development and implementation of the key priorities of HSE in relation to Protected Disclosures.  |
| **Principal Duties and Responsibilities** | The General Manager, National Protected Disclosures Office, Public Involvement, Culture and Risk Management will be responsible for:**National Protected Disclosures Office and Programme*** Resourcing the dedicated National Protected Disclosures Office and determining the “Future State” structure to align with the requirements of Sláintecare reform.
* Work on scoping and developing potential role expansion programmes such as; increasing transparency and clarity concerning PD decisions; sharing learnings across the HSE; developing a mandate to assess investigations undertaken by senior accountable managers; developing an investigations mandate in limited circumstances.
* Establishing and developing the Protected Disclosure Programme.
* Developing the Protected Disclosure Programme plan.
* Developing updated Protected Disclosure procedures to specify the governance and accountability arrangements between the HSE Centre, the National Protected Disclosures Office and services for receiving, screening, referring, investigating, and closing out Protected Disclosures and for ensuring and monitoring protections for disclosers.
* Communicating best practice in relation to Protected Disclosures management across the organisation and to key governing bodies.
* Managing and monitoring the implementation of the key Protected Disclosure Programme activities, identified by the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management.
* Supporting the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management with the review and revision of the HSE’s Protected Disclosure Management Policy

**Strengthening Governance*** Strengthening governance and management processes and arrangements to provide for the effective management, oversight and organisation of the Protected Disclosures process.
* Strengthening mechanisms for complying with the duty of confidentiality and protections of identity.
* Strengthening assurance mechanisms.

**Protected Disclosure Reporting*** Designing, establishing and operating secure internal and external reporting channels, ensuring adherence to prescriptive requirements and timeframes.
* Enhance monitoring, recording and reporting systems for protected disclosures and for identifying and recording instances of penalisation.
* Prepare reports for the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management, the SLT, the Audit and Risk Committee and in turn to the Board.
* Maintaining the Protected Disclosures webpage on the HSE website, outlining the reporting channels, legislation, procedures applicable, etc.
* Overseeing the development, management and monitoring of the Protected Disclosures database/information management system.
* Preparing the statutory Annual Report as prescribed.
* Ensuring consistency and professionalism in the content and presentation of all Protected Disclosure reports, papers and presentations generated by, on behalf of the Assistant National Director, Central Compliance Function, Public Involvement, Culture and Risk Management.
* Liaising with the Protected Disclosures Commissioner, as required.

**Record Keeping*** Ensuring the proper and secure keeping of all Protected Disclosure records.

**Training and Development*** Supporting the development of a Protected Disclosure competency framework.
* Overseeing the development of training materials and the training delivery model for staff and managers.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate
* Promoting an organisational culture that encourages Protected Disclosures.
* Supporting staff members to understand their responsibilities with respect to Protected Disclosure management, including with a program of in-house training and advising opportunities.

**Communications and Collaboration*** Ensuring comprehensive and on-going communication processes are in place.
* Participating/Chairing Protected Disclosure Committees and Working Groups.
* Demonstrating pro-active commitment to all communications with internal and external stakeholders, both written and oral.
* Capturing and sharing the learning from Protected Disclosures while maintaining high degrees of confidentiality.
* Working with HSE funded agencies to ensure compliance with the relevant legislation and HSE procedures.
* Working collaboratively and professionally with all key stakeholders.
* Ensuring the effective discharge by the office of all regulatory responsibilities.
* Line management of assigned staff.

**Enabling Technology*** Work on developing a Protected Disclosure database/information management system.

**Research and Analysis*** Undertaking research in relation to the Protected Disclosure programme as required.

**Other*** To act as spokesperson for the Organisation, as required.
* Have very good knowledge of the Health Act 2004 (Part 9A), as amended in 2007, Protected Disclosures Act 2014 and the Protected Disclosures (Amendment) Bill 2022.
* Have a good knowledge of the General Data Protection Regulation (GDPR) Act 2018, the Freedom of Information Act 2014 and the Workplace Relations Act 2015.
* 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.

**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** | **Candidates must have on the closing date for the competition:*** Significant experience working at senior level in a large complex organisation in the area of Protected Disclosures or related field, as relevant to the role.
* Significant experience of professional writing, which includes any or all of the following: creating reports for senior management, condensing major reports, preparing briefings on behalf of senior management or Board level, as relevant to the role.
* Significant experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders in pursuing the objectives of the organisation, as relevant to this role.
* A proven ability to develop, manage and deliver effective programmes of work, both through themselves and through others, as relevant to the role.
* Experience of working in an investigative capacity as an investigator/auditor, having investigation/audit oversight, or investigation/audit decision maker, as relevant to this role.
* Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties 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.  |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as post may involve travel.
* Flexibility in relation to working hours to fulfil the requirements of the role.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***Demonstrates****:**** Strong working knowledge of the legislation governing Protected Disclosures.
* Strong working knowledge of the HSE Protected Disclosure Management Policy and Supporting Guidance.
* An understanding of governance, Protected Disclosure management and quality improvement concepts, with a focus on systems improvement and organisational change.
* Knowledge and understanding of systems within a complex service delivery environment.
* Knowledge of the issues, developments and current thinking in relation to best practice in the area of Protected Disclosures.
* Knowledge of the HSE, the broader health service structure, HSE reform and the current key challenges and developments in the Health Service.
* Knowledge and experience of professional writing including experience of critically reviewing, proofing and editing professional documents e.g. annual reports, briefing papers etc.
* Knowledge and understanding of key HSE policies, frameworks, strategies, legislation and regulations as relevant to this role e.g., Service Plan, Corporate Plan, Incident Management Framework, Sláintecare other relevant Legislation / Regulations, relevant to the role.
* Excellent IT and MS Office skills including Word, Excel, PowerPoint, and Outlook.

**Leadership and Direction***Demonstrates****:**** A track record as an effective Manager with a can-do attitude who has led, organised and motivated staff in times of rapid change.
* The capacity to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes.
* The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation.
* An aptitude for strategic thinking, coupled with leadership skills and the ability to motivate and lead specialist professionals
* A capacity to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence, even under increasing complex and demanding conditions.
* Evidence of management skills including managing own work and that of others, delegating appropriately within the resources available.

**Working with and Through Others (Influencing to Achieve)***Demonstrates****:**** The ability to work independently as well as work with a wider multidisciplinary team in a complex and changing environment
* The ability to listen to contrary views and consider all insights and contributions in the management of service delivery.
* Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups; the ability to give constructive feedback.
* The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service.

**Managing and Delivering Results (Operational Excellence)***Demonstrates****:**** A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
* Strong evidence of excellent planning and implementation of programmes of work.
* A capacity to negotiate and then ensure delivery on objectives.
* Evidence of effective planning and organising skills including awareness of resource management and importance of value for money.
* The ability to initiate activities and drive objectives through to a conclusion.
* Strong focus on achieving high standards of excellence and measurement of performance.
* Adequately identifies, manages and reports on risk within area of responsibility

**Critical Analysis, Problem Solving and Decision Making***Demonstrates****:**** The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action; and anticipating challenges.
* The ability to consider the range of options available, involve others at the appropriate time and level to make balanced and timely decisions.
* The ability to think strategically, with strong analytical and judgement skills.
* Effective problem-solving capacity in complex work environments.

**Communication & Interpersonal Skills***Demonstrates****:**** Excellent interpersonal communication skills, to facilitate work with a wide range of individuals and groups.
* The ability to present information clearly, concisely and confidently in speaking and in writing.
* A track record of building and maintaining key internal and external relationships in achieving organisational goals.
* An ability to influence and negotiate effectively in furthering the objectives of the role.

**Personal Commitment and Motivation***Demonstrates****:**** Be capable of coping with competing demands without a diminution in performance
* A core belief in and passion for the sustainable delivery of high-quality customer focused services.
* A willingness to learn from experience and to identify opportunities to further grow and develop.
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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. |

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**General Manager,**

**National Protected Disclosures Office, Public Involvement, Culture and Risk Management**

**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 1/01/2024)€81,593 - €83,654 - €86,918 - €90,206 - €93,468 - €96,738 - €101,493New 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.  |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

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)