

Grade V Staff Officer

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** |  **Grade V Staff Officer** *(Grade Code 0566)* |
| **Campaign Reference** | NRS14367 |
| **Closing Date** | Tuesday 16th July 2024 at 12 noon. |
| **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 Complaints Governance & Learning TeamThere is currently one permanent and whole-time vacancy available in Your Service Your Say Team, HSE Offices, Oak House, Millennium Park, Naas, Co. Kildare, W91 KDC2 Please note that no panel will be formed as a result of this recruitment campaign.  This campaign will be used to fill the listed post only and no additional jobs will be offered to candidates successful at interview.  Once the post is filled the candidate pool will be disbanded. |
| **Informal Enquiries** | Anne Marie McMahon, National Complaints Governance & Learning TeamEmail: annemarie.mcmahon1@hse.ie |
| **Details of Service** | **National Complaints Governance and Learning Team (NCGLT):** The function of the NCGLT within the Operational Performance & Integration Division 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 National Your Service Your Say Policy: the Management of Service User Feedback 2017.This role will be with the Your Service Your Say team which has a front facing function assisting the public with their respective queries and responding to same in a client focused holistic and timely manner.The role will require the successful candidate to liaise with other Divisions, Departments and teams both within and outside the HSE to ensure that the public’s queries, comments and complaints are dealt with effectively and efficiently.   |
| **Reporting Relationship** | The post holder will report to the designated Senior Manager or other nominated manager. |
| **Key Working Relationships** | Key Working Relationships will be with the Your Service Your Say Senior Managers, with direct report to the designated Senior Executive Officer. Close working relationships with the Your Service Your Say team members and the wider NCGLT team.  |
| **Purpose of the Post**  | The purpose of the post is to carry out the functions of Grade V Staff Officer within the National Complaints Governance and Learning Team and to support the statutory function of Complaints Management |
| **Principal Duties and Responsibilities** | The position of Grade V Staff Officer encompasses both managerial and administrative responsibilities which include the following:**Administration:*** Ensure the efficient day-to-day administration of area of responsibility
* Ensure deadlines are met and that service levels are maintained
* Maintain own knowledge of relevant legislation and HSE policies, procedures, guidelines, regulations and practices to perform the role effectively and to ensure current work standards are met by own team
* Ensure HSE, national and service specific, policies and procedures are well documented and understood and adhered to by staff in own section
* Ensure accurate attention to detail in own work and work of team
* Use appropriate technology to ensure work is completed to a high standard
* Ensure that archives and records are created and maintained accurately and confidentially and are readily available upon request
* Ensure line management is kept informed of issues
* Ensure that the service is kept informed and that their views are communicated to middle management
* Have a working knowledge of relevant legislation, regulations, policies and procedures, etc.
* Support the development of policy, guidelines and procedures, and associated training materials.

**Human Resources / Supervision of Staff*** Supervise, motivate and ensure the well-being of staff within own remit
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Quality assure the work of the department/section.
* Ensure communication of and adherence to HSE policy and procedures
* Deal with under performance in a timely and constructive manner
* Identify and encourage the training and development needs of staff
* Provide support to Line Manager
* Promote co-operation and working collaboratively with other services, departments and agencies

**Customer Service*** Promote and maintain a customer focused environment by ensuring all those contacting the service are treated with dignity and respect
* Promote and maintain positive relationships with both internal and external stakeholders
* Seek feedback on the service and implement change to incorporate same, in agreement with line manager

**Service delivery and improvement*** Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues
* Embrace change and adapt local work practices accordingly, ensuring team knows how to action changes
* Encourage and support staff through change processes
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise with the agreement of the Line Manager
* Record, and collate data for service reports and analysis including submissions to support the OPI function, with particular emphasis on the HSE’s feedback system and processes.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**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.
* 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

**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 the grade of Grade V or higher.****Candidates must have at the latest date of application: -** * Experience in complaints handling and complaints processes, as relevant to the role.
* Experience directly managing staff.
* Experience of compiling data to input into; reports, memos, minutes of meetings etc.
* Experience of working in a complex environment including managing competing workloads whilst ensuring compliance and accuracy, as relevant to the role
* 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. |
| **Other requirements specific to the post** | N/A |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***Demonstrates:** A working knowledge of policy, regulations and legislative requirements in relation to the work of NCGLT.
* Strong experience in the use of the MS Office suite to include Word, Excel and PowerPoint.
* Knowledge of the Health Service Executive and how it works.
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes.
* Experience in facilitating and managing a group/s through a learning process and the ability to give constructive feedback and to encourage learning.
* A commitment to developing own professional knowledge and expertise.
* Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* The ability to work in line with relevant policies and procedures.

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Maintains an awareness of value for money.

**Commitment to a Quality Service*** Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service.
* Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change.
* Supports team through service improvement / change processes.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit.
* Demonstrate leadership potential, the ability to manage the performance of others and support staff development.
* Works as part of the team to establish a shared sense of purpose and unity.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders.
* Treats others with dignity and respect.
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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**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent** 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 (as at 01/01/2024):€ 49,210, €50,685, €52,187, €53,721, €55,264, **€57,064, €58,868 LSIs**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 [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)