

**Grade VII, Systems Support Specialist, National Diabetes Registry**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII, Systems Support Specialist National Diabetes Registry (Grade Code 0582) |
| **Campaign Reference** | NRS14537 |
| **Closing Date** | Tuesday, 3rd December 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** | HSE National Centre for Clinical Audit Office, National Quality and Patient Safety Unit. Office of the Chief Clinical Officer. There is currently one permanent whole-time vacancy available based in Dr. Steevens’ Hospital. The line manager is open to engagement as regards the expected level of on-site attendance at Dr. Steevens’ Hospital, in the context of the requirements of this role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for **Grade VII, Systems Support Specialist, National Diabetes Registry, National Centre for Clinical Audit (NCCA), National Quality and Patient Safety Unit, Office of the Chief Clinical Officer (CCO**) from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Dr Fionnuala Donohue, National Health Intelligence Unit, HSE Email: fionnuala.donohue2@hse.ie Dr Claire Buckley, National Public Health Lead for Chronic Conditions, HSETelephone 087 9223599 Email: Claire.buckley2@hse.ie |
| **Details of Service** |  It is envisioned that the National Diabetes Registry (NDR) will be established over the next 3 years to improve patient care; to assist service planning and to enable further quality assurance and evaluation CONVERGE is a Science Foundation of Ireland funded project under Prof Ed Gregg, RCSI which aims to transform the way diabetes and other chronic conditions are monitored and population-targeted interventions are selected and deployed in Ireland. This project will establish a research programme that unites multiple scientific disciplines around a common data ecosystem to drive decisions about the most effective prevention, treatment, and risk stratification approaches. The candidate will work closely with this team on this project. A governance structure will be put in place to ensure projects stay aligned and support each other where required. The successful candidate will join a multidisciplinary team including clinicians, healthcare professionals and IT experts. This project will develop a specification plan, which will inform the development of a full National Diabetes Registry for Ireland. It is envisioned that the National Diabetes Registry will be established over the next 3 years to improve patient care; to assist service planning and to enable further quality assurance and evaluation.  It is envisaged that the Registry design will be aligned with conceptual, technical and service delivery priorities and opportunities identified via Sláintecare, the e-Health agenda, the evolution of the National Electronic Health Record, the Individual Health Identifier, and data re-association methodologies and governance processes. The registry will be evolved on an iterative basis driven by considerations such as data availability, technical solutions, and governance requirements. |
| **Reporting Relationship** | The business and governance reporting relationships of the Grade VII Systems Support Specialist will lie directly with the Grade VIII Programme Manager Diabetes Registry and within the HSE National Centre for Clinical Audit. The post holder will also report to the clinical lead operationally. |
| **Key Working Relationships** | The post holder will engage with a number of stakeholders such as the Diabetes Registry Team, the National Quality and Patient Safety Directorate, Technology and Transformation, Multidisciplinary clinical teams, Public Health, Human Resources, the Department of Health and Academic Partners. |
| **Purpose of the Post**  | The Grade VII Systems Support Specialist, National Diabetes Registry will be responsible for supporting the development of a National Diabetes Registry (NDR). The Grade VII Systems Support Specialist, National Diabetes Registry will provide system design and technical services. The Systems Support Specialist will be accountable for the day-to-day operations of the National Diabetes Registry. The post holder will have accountability and responsibility for the delivery of programme outcomes within system design and development, outputs and milestones on time and on budget as well as:* The NDR System Support Specialist will be responsible for the design and implementation of national diabetes data system architecture.
* The NDR System Support Specialist will be responsible for data management for the QSS Programme, including the data ingestion pipeline and workflow, data cleansing and transformation automation and security in partnership with IIS.
* The NDR System Support Specialist will be responsible for maintaining and updating the QSS ICT system components in partnership with IIS.
* The NDR System Support Specialist will be responsible for database administration and security in partnership with IIS.
* The NDR System Support Specialist will be responsible for managing hosting, licencing and support arrangements in partnership with IIS.
* The NDR System Support Specialist will have input into the design, management and implementation of dashboards and support its implementation.
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| **Principal Duties and Responsibilities** | The post holder will deliver on the design and implementation of a national diabetes data ICT system and will be responsible as follows:* Design of data architecture.
* Support data integration including secure data gathering pathways and encryption.
* Implement data cleansing and transformation processes.
* Use Application Programming Interfaces (APIs) for data ingestion.
* Have experience with Microsoft Azure Datalake and Microsoft data management products, or equivalent.
* Be familiar with or have experience of deploying, managing and maintaining Python and R data science libraries/packages – locally or on a LAN, or an Azure platform.
* Support the deployment of PowerBI dashboards.
* Support data engineering with major databases and platforms utilising SQL and Azure
* Have input into the development of General Data Protection Regulation (GDPR) policy documents and Data Protection Impact Assessments (DPIAs)

**Support the building of national diabetes dataset system capacity and capability across and within local services.** * Provide guidance and support to national diabetes datasetsystem improvement projects.
* Support the development of local service facilitator competence and confidence to deliver a team-based training programme
* Support the development of local service facilitator capability to coach teams who are working on the national diabetes dataset system programme.
* Contribute to the development of a national diabetes dataset system training facilitator and coaching community of practice.

**Communications/Stakeholder Management** * Build constructive stakeholder relationships with internal and external partners, including service users, staff and academic partners.
* Maintain relationships with key stakeholders to ensure a co-design of national diabetes dataset system priority projects.
* As part of the national diabetes dataset system team work collaboratively with other colleagues in the Chronic Disease Data System team to ensure a standardised approach to the design, development and delivery of national diabetes datasetsystem.
* Ensure that highly effective communication processes are in place to manage, motivate and influence multiple project stakeholders to ensure programme delivery.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* Promote a person-centred approach to healthcare and incorporating the patient voice at all levels of the programme
* Act as a spokesperson for the national diabetes datasetsystem as required and as assigned.

**Service/Operation Planning & Performance*** Establish and maintain collaborative working with a range of internal and external stakeholders sharing key insights on programme performance and gaining their support and alliance to ensure delivery of the programme.
* Ensure value for money across all resourcing utilisation, and the optimum use of resources in line with current best practice.
* Promote and participate in the implementation and management of change as relates to the national diabetes dataset system.
* Provide progress updates and prepare content for an Interim and Annual report on national diabetes datasetsystem for presentation to the HSE Chronic Disease Data Systems Steering Group.

**Other:*** The post holder will develop a deep understanding of the data sets available within the HSE for the purpose of this work, and will have the ability to handle, quality assure and perform basic data engineering techniques to prepare this data for input to required models.
* The post holder will adhere to data governance best practice as specified and to participate in processes to ensure consistent alignment with best practice as it evolves.
* The post holder will have the ability to work in a fast-paced, solutions-oriented environment, and to work effectively both in teams and independently.
* Maintain confidentiality in all aspects of work.
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
* Have a working knowledge of the Framework for Improving Quality in our Health Services (2016), HSE Change Guide “People’s Needs Defining Change, 2018.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* 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** | **Candidates must have at the latest date of application:** * Hold a major academic award at Level 8 or higher on the National Framework of Qualifications (NFQ) maintained by Quality & Qualifications Ireland (QQI) in a relevant field (e.g. computer science, software engineering, data science).
* Experience in leading the technical design, development, testing in ICT implementation projects.
* Experience in data engineering and databases, including deploying and configuring Microsoft Azure data environments. This includes Data Lake, Data Factory and SQL based products.
* Experience in Programming languages and libraries oriented in Data Analytics such as Python, R, Scala, Power BI and SQL
* Experience of applying principles of data governance (GDPR) to their work with experience of input into Data Protection Impact Assessments (DPIAs).
* Have 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** | * Access to appropriate transport to fulfil the requirements of the role.
* 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:* Proven experience in development, testing and implementation of data pipelines and data streams as per business needs.
* Experience in deploying and configuring Microsoft Azure data environment. This includes Data Lake, Data Factory and SQL based products
* In depth knowledge and understanding of data engineering within Azure with relevant experience in a similar role.
* Experience in the design of data architecture.
* Experience in Programming languages and libraries oriented in Data Analytics such as Python, R, Scala and SQL
* Knowledge of Cloud Computing technology and concepts in storage, networking and security on Azure or AWS or similar.
* Knowledge and experience of working with large data sets, ideally health datasets.
* Experience in how to manipulate, quality assure and perform data engineering techniques on large data sets with various origins and formats.
* Data engineering experience with major databases and platforms e.g. SQL, Azure
* Knowledge of data cleansing and transformation processes
* Significant experience in managing and maintain databases and remote access
* Significant experience of Application Programming Interfaces (APIs)
* Experience of data validation and cleanse design and scripting
* Experience in working with senior stakeholders to develop and implement analytic and visualisation solutions
* Knowledge on the transformation of input data analysis and model outputs into clear data visualisations and/or reports to communicate findings.
* Knowledge and experience of identifying and utilising the latest data science technologies to achieve results, as relevant to the role
* Knowledge and/or experience in the production of high-quality data visualisation techniques appropriate to health sector needs.
* Experience of deploying, managing and maintaining PowerBI dashboards
* Knowledge of data management system design which ensures compliance with relevant data protection and freedom of information requirements (e.g. GDPR 2018).
* Excellent technical report writing skills
* Advanced MS Excel knowledge and experience and overall proficiency in MS office packages.
* Experience with commercial simulation modelling platforms.

**Planning & Managing Resources**Demonstrates:* 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*** Ability to analyse, problem solve and make decisions in complex work environments.
* Ability to quickly grasp and understand complex issues and the impact on service delivery.
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.
* Capability to confidently explain the rationale behind decision when faced with opposition and challenge constructively.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these.
* Initiative in the resolution of complex issues.

**Team Working**Demonstrates:* 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 the 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*** 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.

**Communications & Interpersonal Skills*** The ability to present information clearly, concisely, and confidently when speaking and in writing
* Excellent training and facilitation skills.
* 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 in a complex change environment.
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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 VII, System Support Specialist, National Diabetes Registry**

**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 (as at 01/10/2024) is: €58,254, €59,676, €61,339, €63,008, €64,682, €66,177, €67,700, €69,182, €70,654 **€73,186, €75,728 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-2), 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-3).
* 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-2)
2. [↑](#footnote-ref-3)