

 Grade VIII, Programme Manager

National Thalidomide Advocacy Office (NTAO)

Job Specification & Terms and Conditions

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| Job Title, Grade Code   | Grade VIII, Programme Manager (*Grade Code: 0655)* |
| Campaign Reference  | NRS14570 |
| Closing Date   | Tuesday, 3rd December 2024 at 12 noon  |
| 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 Thalidomide Advocacy OfficeThere is currently 1 permanent and whole-time vacancy available based in the National Thalidomide Advocacy Office (NTAO) – (Limerick Office), Rooms 13, 14 & 15 Roselawn House, 1st Floor, University Business Complex, National Technology Park, Castletroy, Limerick. The National Thalidomide Liaison is open to engagement as regards the expected level of on-site attendance at the office in Limerick, in the context of the requirements of this national role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for Grade VIII, Programme Manager within the National Thalidomide Advocacy Office from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| Informal Enquiries  | Marie Kehoe-O’Sullivan, National Thalidomide LiaisonEmail: MarieT.Kehoe@hse.ie Mobile: 087-1523454 |
| Details of Service | The HSE National Thalidomide Advocacy Office is a new office within the National Disability Services Quality Improvement function – led by the National Disability Specialist for Quality Improvement who is also the National Thalidomide Liaison – to work with Irish acknowledged Thalidomide Survivors, to ensure that they live lives of their choosing in accordance with best practice, legislation, regulations and the UNCRPD. The HSE National Thalidomide Advocacy Office will oversee and support the implementation of the *Enhanced Pathway to Health and Social Care Supports for acknowledged Irish Survivors Action Plan* which was designed by 14 of the survivors and the National Thalidomide Liaison This Action Plan was launched by the Taoiseach and Tainiste on July 9th 2024. This Action Plan is iterative and will continue to evolve as the needs of survivors change, in line with international research and service user lived experiences. The purpose of the office is to continuously work with survivors to identify their needs and to support them in accessing any supports required in line with the Action Plan. These supports will be provided in a manner which will ensure that the management of the budget available to the office provides value for money and ensure that all financial resources are used in the most effective and efficient manner in the delivery of services.  |
| Reporting Relationship | The post holder will report directly to the National Thalidomide Liaison or other nominated manager |
| Purpose of the Post   | The post holder will provide support to the National Thalidomide Liaison Office by effectively and efficiently liaising with Irish Acknowledged Survivors of Thalidomide and coordinating the provision of health and social care supports as per the approved Action Plan. The post holder will be an active member of the National Thalidomide Advocacy Office Team and will provide leadership regarding the coordination and management of supports to Thalidomide Survivors in line with relevant government policy. As this office is within the National Disability Quality Improvement Team, the post-holder will also attend Quality Improvement meetings.   |
| Principal Responsibilities and Duties  | The main responsibilities and duties of the Grade VIII, Programme Manager are as follows:  Programme Planning  * Consult and engage with relevant stakeholders and subject matter experts to identify with survivors, their needs, and the most efficient and effective ways to meet those needs.
* Work with survivors, National Clinical Lead for Primary Care, Health and Social Care workers, HSE Estates and Procurement, when necessary to scope and prioritise the supports requested.
* Develop programme plans, identifying work-streams, key milestones, deliverables and programme management and resource time requirements.
* Co-ordinate and manage the day to day implementation of programme plans to successfully deliver required supports in a timely manner.
* Champion quality improvement at a national level in collaboration with others, across the survivors’ enhanced pathway.

Stakeholder Engagement & Communications  * Identify and engage with relevant stakeholders, including first and foremost Irish Thalidomide survivors and their families (as instructed) to enable co-design and evidence informed delivery of agreed outputs, outcomes and benefits.
* Responsibility for the planning and preparation, including all administrative support duties and follow up of programme meetings (internal and external), workshops and conferences etc.
* Develop routine and adhoc briefing papers for DCEIDY, HSE Senior management and other relevant stakeholders as required
* Manage all programme related internal and external communications including, Parliamentary Question, representations, media queries.etc.

Programme Governance & Reporting  * Manage, on behalf of the National Thalidomide Liaison, assigned programme planning cycles, corporate reporting, benefits realisation, risks and issues, change requests, dependencies, lessons learned and resource planning for delivery of supports.
* Ensure all programme related documents and outputs which require approval are progressed in accordance with appropriate governance models, governing policies and legislation.

Investment Proposal Development (Service Design)  * Work with the National Thalidomide Liaison and the NTAO team to collect, evaluate, document and communicate clinical and service evidence and best practice both internationally and locally to inform service design.
* Prepare evidence informed business cases and applications for programme funding which are aligned to the overarching aim of the programme and in line with guidelines on processes, such as annual estimates and national service planning.

 Other Duties and Responsibilities  * Contribute to the development of Annual Reports, Service Plans and Operational Plans as required.
* 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.
* Act as spokesperson for the Organisation as required
* Demonstrate pro-active commitment to all communications with internal and external stakeholders

 Quality, Standards, etc. * Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR
* 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 their post, and which may be assigned to them from time to time and to contribute to the development of the post while in office.  |
| Eligibility CriteriaQualifications and/ or experience | Candidates must have at the latest date of application:* Be registered, or be eligible for registration, in the General Nurse Division of the Register of Nurses kept by the Nursing & Midwifery Board of Ireland [NMBI] (Bord Altranais agus Cnáimhseachais na hÉireann).
* Significant operational experience at a senior level in a complex healthcare or relevant complex business environment.
* Significant experience of leading and managing service design and delivering change programmes and /or quality improvement programmes using structured change and project methodologies.
* Experience of working collaboratively with multiple internal and external stakeholders to achieve results, as relevant to the role

 * Have the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

 Annual registration 1. On appointment, practitioners must maintain live annual registration on the General Nurse Division of the Register of Nurses & Midwives maintained by Nursing and Midwifery Board of Ireland [NMBI] (Bord Altranais agus Cnáimhseachais na hÉireann).

And1. (ii) Practitioners must confirm annual registration with the NMBI to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC).

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 |
| Skills, competencies and/or knowledge | Professional Knowledge & Experience Demonstrate: * Experience of leading service improvement in a clinical setting to successfully deliver the agreed outputs, having full ownership of all stages of the improvement management cycle;
* Proven ability to collate and summarise medical evidence from a wide range of sources;
* The ability to translate complex medical information into accessible language;
* Demonstrate an understanding of and ability to implement evidence-based care, including familiarity with medical terminology, medical diagnostic tests etc.
* Significant understanding of the health and social care system and its component parts including sites of care, delivery models, and the roles of various providers and health care professionals
* The ability to lead on engagement with internal and external stakeholders;
* An understanding of the Irish health service and health service reform.

 Leadership, Direction and Team working SkillsDemonstrates:* The ability to work as part of a team with a mixed programme of work and moving with ease between concurrent projects.
* Effective leadership in a challenging and busy environment including a track record of innovation / improvements.
* The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.
* Ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes.
* Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources.
* The ability to address performance issues as they arise.
* Flexibility and adaptability to meet the requirements of the role
* Evidence of being a positive agent of change and performance improvement
* An ability to influence and negotiate effectively in furthering the objectives of the role.

Critical Analysis, Problem Solving & Decision MakingDemonstrates:* The ability to evaluate complex information from a variety of sources and make effective decisions.
* Considers the impact of decisions before taking action.
* Anticipates problems and recognises when to involve other parties (at the appropriate time and level).
* Makes timely decisions and stands by those decisions as required.
* The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions.
* Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams.
* A knowledge and application of evidence based decision making.
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.

Managing & Delivering Results (Operational Excellence)Demonstrates:* The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery
* The ability to implement and manage change and business processes. Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results
* Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money.
* The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment.
* A capacity to operate successfully in a challenging environment while adhering to various standards.
* Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Adequately identifies, manages and reports on risk within area of responsibility

Communication and Interpersonal SkillsDemonstrates:* Excellent communication and interpersonal skills to facilitate work with a wide range of stakeholders, including medical practitioners.
* The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience.
* The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.
* Excellent people skills and the ability to achieve “buy-in” from major stakeholders
* Strong negotiation/influencing skills to achieve results

Commitment to providing a Quality ServiceDemonstrates:* Evidence of incorporating the needs of the service user into service delivery.
* Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation.
* An ability to pay close and accurate attention to detail in personal work and to create a culture where high standards are valued and respected
* Be capable of coping with competing demands without a diminution in performance.
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers.
* A commitment to continuing professional development.
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| Campaign Specific Selection ProcessRanking/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 VIII, Programme Manager

 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: (01/10/2024) € 79,847 € 80,564 € 83,715 € 86,878 € 90,018 € 93,170 € 96,305New 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 posts 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 and 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 2001CURRENT HSE SALARY SCALES*Please refer to the latest* [*HSE Pay scales*](https://healthservice.hse.ie/staff/pay/pay-scales/) *website for the most recent and correct salary information.*  | 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)