

**Grade VIII, Programme Manager**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Grade VIII, Programme Manager**  (Grade Code 0655) |
| **Campaign Reference** | NRS14601 |
| **Closing Date** | ***Monday 30th December 2024 at 3pm*** |
| **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** | Strategic Programmes Office, Office of the Chief Clinical Officer (CCO)  There is currently one specified purpose (10 month contract duration) whole-time vacancy available in Dr. Steevens’ Hospital, Steevens’ Lane, Dublin 8.  A panel may be formed as a result of this campaign for **Grade VIII, Programme Manager, Strategic Programmes Office, 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** | Andrea Ormond, General Manager, Strategic Programmes Office  **Email:** andrea.ormond@hse.ie  **Mobile:** 087 1800198 |
| **Details of Service** | The HSE Centre will operate as the HSE's governing body, with a newly defined relationship with the health regions. The purpose of the HSE Centre will be to support health regions to fulfil the functions of Planning, Enablement, Performance and Assurance (PEPA).  The HSE Senior Leadership Team will include the 6 Regional Executive Officers (REOs) and national directors for the following areas:   * National services and schemes * Access and integration * Clinical * People * Finance * Technology and transformation * Communications and public affairs * Strategic infrastructure and capital delivery * Internal audit   The National Clinical function, led by the Chief Clinical Officer, is accountable for connecting, aligning and integrating clinical leadership across the healthcare system from service and policy design to planning and implementation. It aims to place clinicians at the heart of decision making, creating a healthcare system informed and shaped by care pathways which meet patient needs and expectations. The function is responsible for:   * Designing and implementing clinical models of care and public health strategies and ensuring that these are implemented in line with guidelines. * Setting quality and patient safety standards across the health system and ensuring that these are met. * A number of key national programmes, including the National Cancer Control Programme, National Screening Services, National Women and Infants Health Programme and National Maternity Strategy.   The Strategic Programmes Office (SPO), which sits within the office of the Chief Clinical Officer (CCO), acts as an incubator for innovative new programmes of particular priority to the CCO and the organisation that require specialised assistance in their development, management and implementation.  The SPO brings together internal and external stakeholders, unites core competencies in the operational and clinical environments, engages directly with patients and service users and drives major change initiatives that improve healthcare service delivery and span the HSE system wide. Ongoing programmes in 2024 include:   * Modernised Care pathways * National Virtual Wards Programme * National Perioperative Patient Pathway Enhancement Programme * National Radiology Review   Programme Managers within the SPO oversee implementation of the each of the strategic programmes identified. |
| **Reporting Relationship** | The post holder will report to the Director of Strategic Programmes or another senior manager as designated. |
| **Key Working Relationships** | The post holder will develop effective working relationships with key internal and external stakeholders, including but not limited to:  **Nationally**   * The Division of the Chief Clinical Officer * HSE Clinical Design and Innovation Team(Office of Chief Clinical Officer). * National Clinical Programmes (Models of Care, Clinical Care Pathways, Service Design). * National Clinical Leadership Centre for Nursing and Midwifery, Health and Social Care   Professions, NDTP and Spark Innovation Programme.   * Strategic Transformation / Healthcare Strategy. * Quality Improvement Team. * HSE Communications * Sláintecare Programme Implementation Office. * Academic Sectors, Public Service Organisations and others.   **Health Regions**   * Regional Executive Officers and their teams * Chief Officers / CEOs and their Leadership Teams. * Community Health Operations Improvement and Change Team. * Community Operations Management Teams. * Voluntary / funded agencies. * HR, Finance, Communication and Business Information Leads. * ICT and Digital Leads.   **Programme Management**   * Programme Management Offices / Change and Improvement Teams * Network Managers (Primary Care, Disability Services etc.). * Clinical Leaders and Heads of Service. |
| **Purpose of the Post** | The purpose of the Grade VIII, Programme Manager for Strategic Programmes is to support the Director of Strategic Programmes by providing overall coordination, integration and programme management of assigned change and/or implementation programmes ensuring they are delivered to cost, time and quality requirement through the application of the required standards, frameworks, tools and processes.  The post holder will play a key role in nationally coordinating and driving the implementation of assigned programmes in collaboration with key internal and external stakeholders, ensuring and reporting on progress in line with agreed timelines and budget. |
| **Principal Duties and Responsibilities** | The role of the Grade VIII, Programme Managercan be outlined as follows:  **Programme Management:**   * Implement robust programme management methodology in line with HSE methodologies and processes to enable successful programme performance and delivery. * Work with the Strategic Programmes Senior Leadership Team, Programme Sponsor, Pathways Lead, Clinical Lead and all key stakeholders, both internal and external, to define programme requirements and scope. * Manage the progress and completion of all project tasks and activities. * Ensure the required standards, frameworks, processes and tools are correctly applied in the delivery of the programmes / projects * Maintain confidentiality and a high level of professionalism at all times. * Apply the organisation policy set out in the Health Services Change Guide to design and deliver effective change programmes and project plans working collaboratively with a range of stakeholders. * Develop effective and robust collaborative / team working relationships with key internal and external stakeholders appropriate to the programme including:   + Medical, Nursing, Health & Social Care, Business Managers   + Colleagues in management roles – Community Health Care Organisation, Acute Hospital etc.   + Staff representative associations   + Public representatives   + Clinical and service leaders   + Consumer and patient groups   + Voluntary providers   + Private providers as appropriate e.g. nursing homes * Prioritise the design and continuous delivery of proactive and consistent engagement and communication plans in relation to the programme initiative. * Engage with other agencies / voluntary organisations to develop cross-sectional support systems to enable and support the integration and spread of new ways of working. * Work collaboratively with other teams and services in the HSE and externally to ensure change/ implementation plans are integrated and impact assessed for organisational / service area readiness and delivery of improved service user outcomes. * Demonstrate strong Leadership in managing a team of staff to assist in delivering programmes   **Operations and Planning**   * Represent the Director of Strategic Programmes on national groups and act as spokesperson for the CCO Programmes as required. * Draft business cases and proposals to support funding applications * Build effective alliances and constructive working relationships with other areas of the HSE and externally to support and build capacity for the implementation of projects. * Support the PMO to meet obligations relating to statutory and other information requests.   **Governance and Assurance:**   * Contribute as required with all programme governance and reporting structures. * Provide on-going support and assurance to the established governance structures. * Develop and maintain programme management quality standards including methodologies, tools and templates. * Develop and operate a change management process, so that any changes to the pathway design through implementation are appropriately managed, reviewed, and approved. * Escalate risks, issues, decisions to appropriate governance structures as appropriate and required. * Identify impediments and issues facing delivery and ensure that appropriate mitigation actions are in place which can include issues being escalated via agreed governancewhere required. * Map and plan for the management of dependencies and ensure that dependencies are effectively managed. * Ensure alignment and appropriate engagement with the Sláintecare programme and other health system reform programmes.   **Key Management Reporting Requirements**   * Develop, maintain and co-ordinate a standard suite of programme implementation/project reports to meet the requirements of key stakeholders and governance fora. * Ensure the consistency and standardisation of programme tracking and reporting. * Ensure programme portfolio adherence to all HSE Audit, Data Protection and Financial Regulation and other legislative requirements.   **Resourcing**   * Support the Strategic Programmes Office management team to develop and manage the Programme Resourcing Plan to ensure the timely availability of suitably qualified and experienced resources for allocation to Workstreams as required. * Demonstrate value for money across all resourcing utilisation. * Ensure optimum use of resources in line with current best practice   **Finance**   * Manage funded projects and initiatives to deliver high quality services, value for money and in compliance with good governance   **Communications / Stakeholder Management**   * Ensure that highly effective communication mechanisms and processes are in place to manage, motivate and influence multiple project stakeholders to ensure project delivery. * Act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **Change Management**   * Manage the implementation of change as set out in the HSE Change Guide, 2018, People’s Needs Defining Change * Support identification of inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes. * Encourage and support teams through change process.   **General**   * 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:**   * Significant experience of managing and delivering projects in a healthcare environment with a mixed programme of work including planning, organising, and evaluating complex or significant multi-year projects and moving with ease between concurrent projects using structured change and project methodologies. * Experience in the analysis and interpretation of data to inform decisions, recommendations and reports. * Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders to achieve results, as relevant to this role. * Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.   **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role * A flexible approach to working hours is required in order to ensure deadlines are met |
| **Skills, competencies and/or knowledge** | *Candidates must:*  **Professional Knowledge & Experience**   * Experience in report writing, business case development and preparation of other project documentation. * Knowledge of current best thinking in relation to change management, organisation development, and/or project management in complex, adaptive systems including: * Health Services Change Guide ([www.hse.ie/changeguide](http://www.hse.ie/changeguide)) * Framework for Improving Quality ([www.qualityimprovement.ie](http://www.qualityimprovement.ie)) * Relevant organisational project management and quality improvement methodologies / tools (i.e. Prince II, LEAN, PDSA, Schwartz etc.) * Experience in taking a whole-system approach and leading large-scale organisational change efforts with a developed understanding of the wider health and social care context. * Significant Experience and knowledge of change management, project management and service improvement approaches / methods that place people’s needs at the centre with a focus on people and cultural change. * Understanding of research and measurement with capacity to initiate and support activities relevant to the role and function of the service. * Knowledge of relevant HSE policies, legislation and National Financial Regulations.   **Leadership & Managing Change**   * Leadership skills and the capacity to inspire teams to the confident delivery of excellent services * The capacity for management responsibility and demonstration of initiative * An ability to effectively lead groups or projects to successful outcomes * Initiative in proactively identifying inefficiencies and implementing solutions * The capacity to encourage others to embrace the change agenda * Flexibility and adaptability to meet the requirements of the role * The ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources * Strategic awareness and thinking     **Critical Analysis, Problem Solving & Decision Making**   * The ability to evaluate complex information from a variety of sources and make effective decisions * Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources * 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 * Effective problem solving in complex work environments   **Managing & Delivering Results (Operational Excellence)**   * Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results * 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 * The ability to work on a self-directed basis * Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money * Strong evidence of excellent financial planning and expenditure management * The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery * 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 skills**   * Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders * The ability to interact in a professional manner with staff and other key stakeholders * The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience * Excellent presentation skills * Excellent written communication skills including the ability to produce professional reports * Excellent people skills and the ability to achieve “buy-in” from major stakeholders * Strong negotiation/influencing skills   **Personal Commitment and Motivation**   * A vision in relation to what work changes are required to achieve immediate and long term organisational objectives * Be driven by a value system compatible with the aims and ethos of the HSE * Demonstrate a core belief in and passion for the sustainable delivery of high quality service-user focused services * Be capable of coping with competing demands without a diminution in performance * Is personally committed and motivated for the complex role of Grade VIII Programme Manager   **Commitment to a Quality Service/Leading a Quality Service**   * 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 * An ability to cope with competing demands without a diminution in performance * Places strong emphasis on achieving high standards of excellence * A client user and customer focus in the delivery of services * A core belief in and passion for the sustainable delivery of high quality customer focused services |
| **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 VIII, Programme Manager**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is specified purpose (10 month contract duration) and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The salary scale for the post is: (as at 01/10/2024)  €79,847, €80,564, €83,715, €86,878, €90,018, €93,170, €96,305  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. |
| **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)