 <HSE National Job Specification Template V.20>

**Title of Post**

**Job Specification & Terms and Conditions**

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| --- | --- |
| **Job Title, Grade Code** | Title of Post (Grade Code: XXXX)  What is the job title? Grade Code? At what grade is the job positioned?  To be completed by Recruiter. |
| **Remuneration** | The salary scale for the post is:  Insert the relevant salary scale for this position.  For example:  XX,XXX - XX,XXX - XX,XXX - XX,XXX - XX,XXX - - **XX,XXX LSI** (DD/MM/YY)  Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | To be completed by Recruiter. |
| **Closing Date** | To be completed by Recruiter. |
| **Proposed Interview Date (s)** | To be completed by Recruiter: 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** | Insert location; a fixed location must be stated for all posts without exception.  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  A panel may be formed as a result of this campaign for xxxxxxxxxxx from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | Provide details to the following types of questions:   * What service does the unit provide? * What client group is served by the unit? * What are the possible future developments for the service? * What is the team structure? * What area is covered by this service?   There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for |
| **Reporting Relationship** | Please outline reporting relationships associated with the post:   * To whom will the job holder report? * Who will report to the job holder? |
| **Key Working Relationships** | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role. |
| **Purpose of the Post** | What is the overall high-level purpose of the job? |
| **Principal Duties and Responsibilities** | Please outline operational, strategic, clinical, developmental, administrative and other duties that will apply to the post:   * What are the key responsibilities of the job? * What will the job holder be responsible for doing? * What are the key accountabilities of the role? * What will the job holder have accountability for? * What is entailed in doing the job? * What are the most important aspects of the job? * What will the job holder spend the most time doing? * Will the job holder have managerial responsibilities? * Will the job holder have budgetary responsibilities?   It may be useful to represent them under relevant headings such as Clinical / Professional, Risk Management, Health and Safety, Administrative, Education & Training etc. as relevant to the role. Ideally you should have approximately 10/15 main duties and responsibilities.  Please do not include task level details in this section.  **\*\* Please read the below numbered sections and include or delete, as relevant to the post you are recruiting for:**   1. The following should be included in all Job Specifications (include within the Duties and Responsibilities section under the “**Risk Management, Quality, Health & Safety**” heading)  * 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.  1. The following should be included in all Job Specifications (include within the Duties and Responsibilities section under the “**Education & Training**” heading)  * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.  1. The following must be included in all Job Specifications at Grade VIII / equivalent grades / professions, or above. (Include within the Duties and Responsibilities section under the “**Administrative**” or “**Management**” heading depending in the level of the role.)  * Act as spokesperson for the Organisation as required * Demonstrate pro-active commitment to all communications with internal and external stakeholders  1. The following must be included in all Therapy Job Specifications (include within the Duties and Responsibilities section):   Staff Grade: To participate in the practice education of student therapists  Senior Grade: To manage, participate and play a role in the practice education of student therapists  Manager: Be responsible, in partnership with local General Management for the practice education of student therapists through provision of placements and through support for therapists who are practice educators within their departments   1. The following must be included in all Mental Health Job Specifications (include within the Duties and Responsibilities section) please do check [here](https://www.hse.ie/eng/services/list/4/mental-health-services/advancingrecoveryireland/national-framework-for-recovery-in-mental-health/) for any updates to the framework:  * Staff will work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020.  1. The following ‘Ethics in Public Office’ clause(s) must be included in the Job Specifications of posts of certain salary levels or above;   It is included as a clause(s) in the Terms and Conditions section of this document. Please delete these clause(s) if it is not relevant. Please check the salary level of the post to determine inclusion here: [https://www.hse.ie/eng/staff/benefits-services/pay/](https://scanner.topsec.com/?t=acf593a1759a38cdecbfc377197d5e6916ad9199&d=1823&u=https%3A%2F%2Fwww.hse.ie%2Feng%2Fstaff%2Fbenefits-services%2Fpay%2F)   1. The following must be included in all Job Specifications (include at the very end of the Duties and Responsibilities section):   **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** | 1. **Where available** at <http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/> the eligibility criteria as signed off by the Chief People Officer should be included here. These criteria cannot be edited / changed locally. 2. If the Eligibility Criteria **are not listed** on the HSE website at <http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/> then the service will need to draft appropriate criteria. Only criteria essential to the role and grade level should appear here and care should be taken to ensure that the criteria aren’t overly restrictive:   2.1 *Qualifications:*   * Only include qualifications that are absolutely necessary for effective performance in the job & without which the person could not do the job competently or successfully.   2.2 *Experience:*   * Quality of experience is better than stating a period of time (i.e. quantity). It’s better to state what the candidate is expected to *know* or be able to *do* than stating a specific time period.   2.3For Mgt/Admin posts where there are no nationally agreed eligibility criteria, please provide details of the types of experience that the person should have to perform the role effectively. A third level qualification should only be included where it is clearly linked to the  requirements of the role.  2.4 For posts where there are no nationally agreed eligibility criteria, please remember to include this line at the beginning of eligibility criteria being drafted: **Candidates must have at the latest date of application:**  2.5 It’s important that input is sought from a wide range of relevant stakeholders in drawing up eligibility criteria.  2.6 Newly developed or proposed criteria should go through an approval process with the Head of HR in Community Operations / Acute Operations before being referred to National HR for consideration.  **3. Nursing & Medical / Dental Posts**  **\*\*only add in if required\*\***  *Please ensure the following forms part of the qualifications at the end of Eligibility Criteria listed in the Job Specification:*  Please note that appointment to and continuation in posts that require statutory registration is dependent upon the post holder maintaining annual registration in the relevant division of the register maintained by:  **For all Nursing/Midwifery posts**  Bord Altranais agus Cnáimhseachais na hÉireann (Nursing Midwifery Board Ireland)  **For all Medical/Dental posts**  The Medical Council of Ireland or Irish Dental Council  4. **WRC Criteria needed for Management & Admin Posts Grades IV, V, VI & VII**  **\*\*only add in if required\*\***  This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867  \* A list of ‘other statutory health agencies’ can be found:  <https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>.  **5. To be included in all Job Specifications at the end of the Eligibility Criteria section:**  **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. |
| **Post Specific Requirements** | **This section may be used to specify that candidates must demonstrate particular experience deemed necessary for safe and effective performance in the role**  **e.g.**   * **depth and breadth of experience in providing a service to marginalised communities** * **depth and breadth of experience of working in a High Dependency Unit in an Acute setting** * **depth and breadth of experience of delivering concurrent, multiple projects.**   **Post specific requirements mostly relate to a specific role and might include education / experience required for a specific post in a specific location / may include specialisms e.g. ICU course or experience. We don’t include ‘Nice to have’ / ‘Desirable’ criteria – either a criterion is essential to the role or it isn't. Avoid including ‘numerical data’ here e.g. must have x no. of months / years’ experience in XXX. Instead it is more helpful to detail what it is you want the applicants to know / be able to do.** |
| **Other requirements specific to the post** | **Please outline if there are specific practical requirements that are specific to the post**  **e.g.**   * **have access to appropriate transport to fulfil the requirements of the role** * **participate in an on-call rota** |
| **Skills, competencies and/or knowledge** | **Please consider what skills or knowledge is essential to carry out the post i.e. the job cannot be carried out without the use of these skills or knowledge.**  **Examine the duties of the post and consider what specific skills a candidate would need to carry out those duties e.g. if a duty is to “Develop and maintain close links with the services users, family/guardian ensuring a partnership approach”- the skills a candidate would need to execute this element of the job might be; communication skills with regard to building relationships, empathising and focusing on the service user.**  **It is important to be specific about what exactly you are looking for i.e. rather than writing a generic “good communication skills” be exact in what skills are required e.g. “demonstrate good communication skills especially with regard to presentation skills and delivering complex information in understandable terms”.**  **In this section you can list technical skills that are needed e.g. Demonstrate evidence of computer skills including the use of power point and the internet as a research tool / Display evidence based clinical knowledge in making decisions regarding client care.**  **The skill areas are generally listed as competency headings with some sample behavioural indicators so that candidates can get a sense for what it being looked for.**  **Examples:**  **Professional Knowledge & Experience**  For example:   * **Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role** * **Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.** * **Demonstrate the ability to work in line with relevant policies and procedures**   **Planning and Managing Resources**  For example:   * **Demonstrates the ability to plan and organise own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met** * **Sets realistic goals and time-scales, taking account of potential problems and competing priorities** * **Devotes time and energy to the most important task at any given time** * **Maintains an awareness of value for money**   **Note: For all senior management posts, the following behavioural indicator should be included under the ‘Managing & Delivering Results’ (or other equivalent similarly themed) competency heading:**   * “Adequately identifies, manages and reports on risk within area of responsibility” |
| **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. | |

**< INSERT Title of Post >**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-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: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  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.  **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.**  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**  **GRADE VIII & ABOVE**  **DELETE this section if: the salary is less than the minimum Grade VIII salary point.**  **OR,**  **INCLUDE this section if: the position is remunerated at or above the minimum point of the Grade VIII salary scale.**  **This includes positions where the salary scale straddles the minimum Grade VIII salary point.**  **CURRENT 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.*** | **DELETE THIS ENTIRE SECTION BELOW; IF THE SALARY IS LESS THAN THE MINIMUM GRADE VIII SALARY POINT.**  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/>. |
| **DEPUTY SECRETARY GENERAL AND ABOVE.**  **DELETE this section if: the salary is less than the minimum point of the Deputy Secretary General Civil Service salary scale.**  **OR,**  **INCLUDE this section if: the position is remunerated at or above the minimum point of the Deputy Secretary General Civil Service salary scale.**  **This includes positions where the salary scale straddles the minimum Deputy Secretary General Civil Service salary point.**  **CURRENT CIVIL SERVICE SALARY SCALES**  ***Please refer to the latest Civil Service Salary scales on the Government’s*** [***Publications***](https://www.gov.ie/en/publications/) ***website for the most recent and correct salary information.***  ***[Find the most recent version by performing an internet search for “Civil Service Pay Scales”]*** | **DELETE SECTION BELOW; IF THE SALARY IS LESS THAN THE MINIMUM POINT OF THE DEPUTY SECRETARY GENERAL CIVIL SERVICE SALARY SCALE**  Positions remunerated at or above the minimum point of the Deputy Secretary General Civil Service salary scale are designated positions under the Ethics in Public Office Acts 1995 and 2001.  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.  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.  Under the Standards in Public Office Act 2001, the post holder must within nine months of the date of appointment provide the following documents to the Standards in Public Office Commission at 18 Lower Lesson Street, Dublin 2:   1. A Statutory Declaration, which has been made by the post holder not more than one month before or after the date of the appointment, attesting to compliance with the tax obligations set out in section 25(1) of the Standards in Public Office Act and declaring that nothing in section 25(2) prevents the issue to the post holder of a tax clearance certificate 2. and either 3. a Tax Clearance Certificate issued by the Collector-General not more than 9 months before or after the date of the appointment or 4. an Application Statement issued by the Collector-General not more than 9 months before or after the date of the appointment.   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/>. |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

**Updates to National Job Specification Template:**

September 2022 V.16

* Inclusion of DEI Statement,
* Revision to Children First Clause

October 2022 V.17

* Inclusion of Updates Section: to highlight National Job Specification version changes.

February 2023 v.18

* Inclusion of standard Interview Notice for Candidates.
* Ethic Clause guidance update re: HSE & Civil Service Pay Scales

September 2023 v.19

* Updated link for H&S Website.

February 2024 v.20

* Updated both footnotes with updated wording and hyperlinks.

October 2024

* Updated to ensure a fixed work location is included for all posts.

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)