

## **NRS04696 – Clerical Officer, Grade III - Candidate Information Pack**

### **National Recruitment Campaign**

Dear Candidate,

Thank you for your interest in pursuing a career opportunity within the Irish public health and social care services.

HBS Recruit provide recruitment services to the HSE, Tusla and many publicly funded health and social care providers from advertisement to appointment stage. We recruit for the majority of roles, grades and disciplines of staff. This includes medical / dental, allied health professionals, nursing, other patient and client care, support staff and management and administration roles.

The purpose of this recruitment campaign is to create a recruitment pool of Clerical Officers, Grade III in order to fill vacancies as they arise in the HSE, Tusla and many publicly funded health and social care providers over the coming year(s). If you are interested in working as a Clerical Officer, Grade III in the Irish public health or social care services now or in the future, you should consider applying for this campaign.

In this document we outline all stages of the recruitment process, what you need to do to apply, what you can expect and when we expect it will happen from beginning to end. We outline the regulations under which the recruitment campaign will run, what we require from you and in what format. You may need to refer to this document a number of times throughout this process. We recommend that you take the time to carefully read through this document which will help you understand how this process works.

There are several stages within this recruitment process, the stages are staggered over a number of weeks / months:

- **Stage 1 - Complete an initial On-Line Application Form.**  
This should take you no longer than 5 minutes to complete. There are a number of things you might like to think about before submitting an application such as:
  - If you would like to work as a Clerical Officer, Grade III. You can read the job specification to establish if you would like this type of a role (job) in a public health or social care setting
  - Think about what location you would like to work in e.g. I would like to work in Donegal, I would like to work in Cork, I would like to work in Dublin anywhere north of the Liffey – there are a list of areas and you can pick two. More information is available on stage 1 further on in this document.
- **Stage 2 - On-Line Assessment.** Everybody who submits an application will be invited to complete an On-Line Assessment. More information is available on Stage 2 further on in this document
- **Stage 3 – A Competency Based Application Form** as vacancies occur in the different geographic areas will be issued to applicants with the highest results from the On-Line Assessment in Stage 2. You will be notified if / when you are to complete a competency based application form.
- **Stage 4 – Competency Based Interview,** all applicants who completed Stage 3 and have the relevant qualification or experience (eligibility criteria) will be invited to interview. You will be notified if / when you are to being invited to interview.

Please be assured that throughout the various stages we will send you text and email alerts to let you know or to remind you about what is happening next and what you have to do.

This is an exciting new opportunity to work in a job supporting health and social care delivery in Ireland. However, we do expect that there will be more applicants than there are jobs available. We wish to ensure equal access to these opportunities is open to the widest pool of candidates, while at the same time ensuring that each applicant is treated in a fair and consistent manner. By applying to be part of our recruitment pool you are ensuring that you will be included in this process, but like any job application, it does not ensure that you will get a job.

To submit the On-Line Application and to undertake the assessments you will need a laptop or tablet or desktop PC with internet access. Throughout this recruitment campaign we will communicate with you by sending a text message to let you know that we have sent you an email, therefore you will require one email address and one mobile telephone number.

Helpdesk support is available to applicants throughout this recruitment process. Helpdesk contact details are provided later in this document as well as on emails and other communications that you will receive if you submit an application.

As outlined earlier, the purpose of this recruitment campaign is to create a recruitment pool of Clerical Officers, Grade III in order to fill vacancies as they arise in the HSE, Tusla and many publicly funded health and social care providers over the coming year(s). Appointments in the HSE and/or TUSLA are made under a recruitment licence and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Please visit [www.cpsa.ie](http://www.cpsa.ie) for further information on the Codes of Practice and informal and formal review procedures.

Thank you for your interest in a career within health and social care. We wish you every success with your application.

Yours faithfully,

HBS Recruit Team

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## Overview of the Recruitment Process

There are a number of stages to this recruitment process. Please be assured that once you submit your initial On-Line Application Form you will receive text and email alerts notifying you of the next stages and what you can expect and what you need to do next. Our Helpdesk support team are available throughout this recruitment campaign to support you with any technical queries you may have. This document answers the majority of questions that most applicants have.

Stage 1	Initial On-Line Application Form – closing date Tuesday 21 <sup>st</sup> February 2017 at 3 pm
Stage 2	On-Line Assessment
Stage 3	Competency Based Application Form
Stage 4	Interview

Details of each stage are provided below.

### STAGE 1: On-Line Application Form

If you wish to apply you need to complete and submit the On-Line Application Form by the closing date and time for the submission of applications. The closing date and time is Tuesday 21<sup>st</sup> February 2017 at 3 pm.

This is a very simple form, which should take you no more than 5 minutes to complete.

#### What do I need, what do I need to think about?

- You will need:
  - a laptop or tablet or PC with internet access
  - a valid email address
  - access to a mobile telephone number from which you receive text messages
  - your Personal Public Service Number (PPS Number), if you have one
- The application form is best viewed using the most up to date version of Google Chrome or Mozilla Firefox. If you are using Internet Explorer to browse this website, the best version is Internet Explorer 11
- You must choose your preferred work location(s) - you can choose a maximum of two geographic areas e.g. Choice 1 Sligo/Leitrim Choice 2 Mayo or e.g. Choice 1 Dublin North, Choice 2 Louth/ Meath. It's important to think about this as you cannot change your geographical area choice(s) after the closing date and time of Tuesday 21<sup>st</sup> February 2017 at 3 pm
- There are a number of questions which you must answer in order to be able to submit your On-Line Application. Question like your name, contact details, where you are working now etc. If you are unsure if your employer is a Section 38 Agency please see Appendix 6.
- There are mandatory questions in the On-Line Application form. These are questions that all applicants must answer. If you do not answer the mandatory questions, the system will not allow you to submit your application. An error message will appear on the relevant screen to highlight the question(s) remaining unanswered. Once all mandatory questions have been answered, you will be able to submit your On-Line Application Form.
- You must complete and submit the dedicated On-Line Application form by the closing date and time.
- No other versions of applications will be accepted e.g. written, postal, email, CV etc.

Once you have completed On-Line Application Form you must click on the "Submit" button at the end of the application to complete it. If you do not click on the "Submit" button, your application will not be completed, we will not receive it and you will not be considered an applicant for this recruitment campaign.

Once you click on the "Submit" button, you will receive a receipt to the email address you have provided in your application. This is your receipt of application and it's important that you retain it carefully. It is your record of proof that you applied for this recruitment campaign. This email will also provide your unique Candidate ID Number which you will need when communicating with us. It also provides instructions if you need to make changes to your application.

If you don't receive your email receipt of application, please contact the Helpdesk at: [info@hbsrecruitmentservices.ie](mailto:info@hbsrecruitmentservices.ie)  
The Helpdesk responds to emails 9 am – 5 pm, Monday to Friday.  
Telephone support is available from 7 am to 11 pm, 7 days a week until the closing date and time for this campaign  
Tel: 01 514 30 20.

A single application per individual is permitted. After the closing date for On-Line applications a robust duplicate check will be conducted. If you have mistakenly submitted more than one application, we will accept the last one received from you prior to the closing date and time. Applicants found to have expressly submitted more than one On-Line Application will be disqualified and they will not proceed to the next stage of the process.

## **STAGE 2: On-Line Assessments both Practice & Actual**

All applicants who submit an On-Line Application Form will be invited to an On-Line Assessment. You will also be provided with the opportunity to undertake a practice assessment.

### **Practice Assessment**

It is our intention to issue you with a practice assessment no earlier than end February / early March 2017. You will know when the practice assessment will issue, as you will get advance notice through an alert text and email.

In the intervening period, there is a sample of what a typical assessment looks like on our welcome page [www.hbsrecruitmentservices.ie](http://www.hbsrecruitmentservices.ie). There are also many practice tests available on-line that you can search for and practice on.

The practice assessment we issue will give you the opportunity to familiarise yourself with question types, formats etc.

- You will have a specified number of days e.g. 3 - 4 days that you can access the practice assessment.
- The number of days the practice facility will be accessible will be outlined in the alert text and email as well as what you need to undertake the assessment, advice as to how to approach the assessment.
- This information will be available again in the email accompanying the practice assessment.
- Practice assessments are single usage, therefore you should take the time to read through the instructions carefully before you start.
- Evidence shows that applicants who undertake the opportunity to practice generally have better assessment outcomes than those who don't take this opportunity.

### **Actual Assessment**

After the timeline allowed for the practice assessment facility has passed, all applicants will be issued with the actual On-Line Assessment:

- It is our intention that the actual On-Line Assessment will issue early / mid March 2017.
- You will receive an alert text and email to let you know when the actual On-Line Assessment will be sent to you.
- You will have a specified number of days e.g. 7 - 8 to access the actual On-Line Assessment.
- The number of days the On-Line Assessment will be accessible will be outlined in the alert text and email as well as what you need to undertake the assessment, advice as to how to approach the assessment.
- This information will be available again in the email accompanying the actual On-Line Assessment.
- Assessments are single usage, therefore you should take the time to read through the instructions carefully before you start.
- Applicants who do not complete the actual On-Line Assessment will be considered to have withdrawn their application.

### **Assessment Results**

- You cannot fail the On-Line Assessment. Everybody who completes the actual On-Line Assessment will be allocated a result:
- This result is a score, the score is generated from the number of correct answers you selected.
- The score will be used to form an order of merit.
- This means individual applicants with the highest scores will be higher in order of merit than those who have lower scores.
- On-Line Assessment results are issued by email.
- You will receive an alert text to let you know that results have been issued.
- Your result email will outline next steps.

From this point onwards the recruitment process will move forward on a geographical basis. This means, as vacancies arise in the geographical areas, applicants with the highest On-Line Assessment results who have chosen that geographical area will move forward to the next stage.

**This may be the end phase for many applicants, as we expect the number of applicants to greatly exceed opportunities in the geographic areas. Progress to the next stages of the selection process will fully depend on the needs of the services (job vacancies).**

## **STAGE 3: Competency Based Application Form**

Moving to this stage of the recruitment process will depend on each individual's assessment results combined with geographic area choice(s) and where vacancies are occurring. For example, if you have an assessment score in the highest range and have selected Mayo and there are job opportunities in Mayo, you will be moved forward to this stage. If for example, you have an assessment score in the highest range and have selected Mayo and there are no job opportunities in Mayo, you will not be moved forward to this stage until vacancies arise.

For applicants moving forward to this stage, you will be issued with a text alert and email to let you know a Competency Based Application Form will be sent to you by email. When the Competency Based Application Form is issued, full instructions on how to complete it, how to return it, when to return it, expected interview dates and interview location, other required documentation (where relevant), and what happens next will be included.

All eligible applicants who return a completed Competency Based Application Form in line with the instructions will be invited to Stage 4, a face to face Competency Based Interview.

#### **STAGE 4: Competency Based Interview**

If you are invited for interview, you will be sent all the necessary details. Invitations to interview contain all the information you need such as how you might best prepare for the interview, directions to the interview venue, your exact interview date and time etc.

#### **Post Interview**

Candidates are awarded a mark during the interview process and the candidate who scores the highest mark is placed first on the panel. A panel is a list of candidates successful at interview placed in order of merit based on their interview score. Once a panel is formed, it remains in existence for 1 year and may be extended. Further information on panels and how they operate are available later in this document.

## Frequently Asked Questions

### 1. How can I apply?

You must complete and submit the dedicated On-Line Application form for NRS04696 Clerical Officer, Grade III. No other versions of applications will be accepted e.g. written, postal, email, CV etc.

If you experience technical difficulties with your On-Line Application Form, you can:

1. Email - [info@hbsrecruitmentservices.ie](mailto:info@hbsrecruitmentservices.ie) the Helpdesk responds to emails 9 am – 5 pm, Monday to Friday
2. Telephone - 01 514 30 20, telephone support is available from 7 am to 11 pm, 7 days a week until the closing date and time for this campaign

### 2. Who should apply?

We welcome applications from all suitably qualified or experienced candidates who are interested in Clerical Officer, Grade III positions within the HSE, Tusla and many publicly funded health and social care providers.

- Details on who is considered a suitably qualified or experienced candidate is provided in Appendix 1 - Eligibility Criteria Clerical Officer, Grade III.

Each individual's eligibility is reviewed at a much later time in the recruitment process (Stage 3).

- If you believe at "Stage 1: On-Line Application Form" that you meet the eligibility criteria, our advice is to apply now.
- We cannot conduct an eligibility review prior to Stage 3. In other words, if you telephone or email with queries with regard to your eligibility to apply, we will not be in a position to make a decision. However, in order to help you, Appendix 1 offers additional information as to how you might consider if you meet the eligibility criteria.

Candidates from outside the European Economic Area please note, in line with current Department of Jobs, Enterprise and Innovation work permit requirements, applications from non European Economic Area (EEA) citizens will only be considered in the event that an EEA citizen cannot be found to fill a vacancy. However, we welcome applications from holders of the following documents Work Visa, Work Permit, Work Authorisation.

- If you are a non-EEA citizen you will be required to provide specific documentation at Stage 3 of this process.
- Full details of what will be required at that stage are available in Appendix 2.

### 3. Who should not apply?

Please note we cannot accept applications from applicants who are in receipt of pensions from particular superannuation schemes:

- Being in receipt of a pension means that you are retired.
- If you are retired but would like more information or information on superannuation schemes please see Appendix 3 for more information on this.

### 4. I am on a panel already, should I apply?

Existing local panels will take precedence until a new panel is formed for a particular geographic area. The existing local panel will expire on the date the new national panel is live or on the natural expiration date of the existing local panel (if less than 12 months old).

- As this new panel will be formed based on geographic need (live vacancies) there is no set overall "go live" date for offering jobs to the new panel. Panels will be gradually formed for geographic areas based on the prioritized need.
- This means if you are on an existing local panel (either temporary or permanent) and you want to continue to have an opportunity to get a job in the next year(s) you should apply for this campaign.

If you are on the Public Appointments Service (PAS) recruitment panel already and want to work in health and social care then you need to apply for this NRS04696 recruitment campaign. Recruitment panels formed from this campaign will be used to fill jobs in the HSE, Tusla and many publically funded health and social care areas.

### 5. What do I need to consider when applying? – Geographic Areas

You must choose a geographic area when you are applying. You need to consider what geographical areas you should choose. We cannot predict if, when or where jobs will occur. Therefore you should make your geographic area choice(s) based on where you would most like to work rather than trying to guess where opportunities will occur. The HSE website [www.hse.ie](http://www.hse.ie) and the Tusla website [www.tusla.ie](http://www.tusla.ie) provide information on services provided as well as Page 7 – NRS04696 Clerical Officer, Grade III

many publicly funded health and social care providers. We have provided an illustration of typical service types in the geographical areas in Appendix 4. This is not a finite list of the services / service providers, but rather gives you with an idea of types of services typically located the geographic areas.

You can choose a maximum of two geographic areas e.g. Choice 1: Sligo/Leitrim, Choice 2: Mayo or e.g. Choice 1: Dublin North, Choice 2: Louth/ Meath. You cannot change your geographical area choice(s) after the closing date and time of Tuesday 21<sup>st</sup> February 2017 at 3 pm.

If you have submitted an On-Line Application Form and have your email receipt of application, you can request geographical area choice changes by:

Sending an email request to the Helpdesk at [info@hbsrecruitmentservices.ie](mailto:info@hbsrecruitmentservices.ie) and following the instructions in the email response. The Helpdesk responds to emails 9 am – 5 pm, Monday to Friday.

If you are making changes to your geographic choice(s), you must have completed the actions required in the Helpdesk email response by the closing date and time, that is Tuesday 21<sup>st</sup> February 2017 at 3 pm.

## 6. Where are the actual jobs located, what am I applying for?

The purpose of this recruitment campaign is to fill anticipated vacancies within a geographic area therefore you are not asked to indicate a specific work site at any stage. Full details of individual jobs will be provided to panel members, after stage 4 through an “expression of interest”.

Applicants successful at interview (Stage 4) are placed on a panel for their geographic area choice(s).

- Once you are on a panel, you decide which post you would like and where, based on your panel order of merit.
- Dependent on your order of merit you will be informed through an “expression of interest” about Clerical Officer, Grade III roles in that geographic area.
- Dependent on your order of merit, as each individual job arises we let panel members know of the job by sending a text and email. The email tells the panel members about an individual job at a particular site, details include: employer, location, start date, the service itself, the team and the contact details of the Manager at that site with whom to talk to find out more.

If you are not interested in a job that is no problem- simply ignore the email until you see a job that is of interest to you.

A position on the panel is not a job offer and does not necessarily mean that you will be offered a post. By participating in this process you are ensuring that you will be included for access to these and future opportunities that may occur.

Example 1: if you choose Mayo – and are successful at interview (Stage 4), you will be on the panel for all Clerical Officer, Grade III opportunities in Mayo for the HSE, Tusla and many publicly funded health and social care service providers – this would typically include but is not limited to services like Mayo University Hospital, Tusla Child and Family Services in Mayo, Community Health Organisation services such as Primary Care Services, Social Care Services, Mental Health Services and many more.

Example 2: if you choose Cork – and are successful at interview (Stage 4), you will be on the panel for all Clerical Officer, Grade III opportunities in Cork for the HSE, Tusla and many publicly funded health and social care service providers– this would typically include but is not limited to services like Cork University Hospital, Cork University Maternity Hospital, Bantry General Hospital, Mallow General Hospital, Tusla Child and Family Services in Cork, Community Health Organisation services such as Primary Care Services, Social Care Services, Mental Health Services and many more.

For clarification purposes for this recruitment campaign – Dublin North is understood to be sites / services etc. located north of the River Liffey, Dublin South is understood to be sites / services etc. located south of the River Liffey.

Example 3: if you wish to work in services like Connolly Hospital, Blanchardstown or child and family social work services (Tusla) in Airside, Swords – both of these are located north of the River Liffey, therefore you should choose Dublin North as one of your geographical area choices

Candidates successful at interview and placed on geographic area panel(s) may form the candidate pool for posts analogous (aligned) to the grade of Clerical Officer, Grade III. Please note a further selection process may apply, which will be indicated to panel members should these roles occur.

## 7. How will you contact me?

For Stages 1, 2 and 3 we will contact you by email and text message. Therefore it is your responsibility to ensure you have access to your mobile voice mails, text messages and emails:

- If you choose to use your work mobile and work email addresses you may receive communications that have a time deadline requirement while working away or on leave.
- We recommend you use your personal email and mobile number that you have daily access to.
- From Stage 4 some communications will be sent to the postal address that you provided.
- When we are sending out postal communications, we also send you a text and email alert to let you know they have been posted.

## 8. How do I update/ change my contact details e.g. email address, mobile telephone number?

If you have submitted an On-Line Application Form and have a receipt of application, you can change or update your contact details by:

Sending an email request to the Helpdesk at [info@hbsrecruitmentservices.ie](mailto:info@hbsrecruitmentservices.ie) and following the instructions in the email response. The Helpdesk responds to emails 9 am – 5 pm, Monday to Friday.

When choosing which contact details to use, we strongly urge to you use your long term / most permanent contact details.

## 9. I have a Special Needs Requirements, what do I need to do?

We welcome applications from individuals with special needs. Special Needs cover a wide remit of requirements such as specific learning difficulties e.g. dyslexia or physical requirements e.g. visual impairment. If you have a special need(s), you will be asked to indicate this in your On-line Application Form. This information is requested in order to accommodate and support you in any adjustments that may be required in Stage 2 – On-line Assessment.

- If you indicate on your submitted On-Line Application Form that you have a special need(s) e.g. dyslexia or e.g. visual impairment or e.g. learning difficulty you will receive an email communication from our team, seeking documentary evidence which supports your special need.
- This is to ensure that each applicant is treated in a fair and transparent manner and receives the appropriate adjustments in Stage 2 – On-line Assessment.

Typical documentary evidence would include a letter from the relevant professional confirming your special need(s). You will be required to submit your documentary evidence by a specific date, prior to the issue of the actual On-line Assessment. We envisage that the final date for receipt of documentary evidence will be in the 1<sup>st</sup> week of March 2017 – but you will be notified of this when emailed by our team.

If you have submitted an On-Line Application Form and have omitted to indicate this, please don't worry, you can change or update this up until the alert text and email informing you that the actual on-line assessment is to be issued. Changes are made by:

Sending an email request to the Helpdesk at [info@hbsrecruitmentservices.ie](mailto:info@hbsrecruitmentservices.ie) and following the instructions in the email response. The Helpdesk responds to emails 9 am – 5 pm, Monday to Friday.

## 10. Do I need to undertake an Irish Language Assessment?

You are asked in the On-line Application Form if you wish to undertake an Irish Assessment. Irish Assessments (where relevant) occur after panel formation post Stage 4.

- If there is a vacancy which requires the delivery of services through the Irish language panel members who indicated that they wished to undertake an Irish Assessment will be contacted.

Please be assured if you are invited to undertake an Irish assessment that the invitation will contain all the information you need such as how you might best prepare for the Irish assessment, directions to the assessment venue, your exact assessment date and time etc.

## 11. How can I appeal? - Appeal Procedures

Appointments in the HSE and / or Tusla are made under a recruitment license and are subject to Code of Practice established by the Commission for Public Service Appointments (CPSA). The Code of Practice provides that candidates may make a request for review (see section 7 of the Code) OR make a complaint (see Section 8 of the Code) of any part of the appointment process that they feel is unfair or has been applied unfairly to them. These two forms of review procedure are mutually exclusive. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure. Candidates should in the first instance make an informal appeal to Yvonne O'Rourke Campaign Lead at [hbsrecruitonline@hse.ie](mailto:hbsrecruitonline@hse.ie) please note that informal appeals prior to interview must be submitted within 2 working days of receipt of a decision. Informal appeals after interview must be submitted within 5 working days of notification of a decision.

**We encourage you to visit [www.cpsa.ie](http://www.cpsa.ie) for further information on the code of practice and informal and formal review procedures.**

**The following sections outline what happens in a recruitment and selection process. Much of the following information relates to Stage 3 and onwards.**

## 12. What is the selection process?

- Applicants who apply must be suitably qualified, see Appendix 1.
- Applicants must submit a completed initial On-Line Application Form, no other application formats will be accepted e.g. written, postal, CV, email etc.
- All applicants who have submitted a completed On-Line Application Form will be issued with an On-Line Assessment. Applicants who do not complete the On-Line Assessment will be considered to have withdrawn their application.
- Applicants who have completed the On-Line Assessment will be notified of their result. The assessment is based on the requirements of the role as outlined in the skills, competencies and/or knowledge section of the job specification.
- From this point onwards the selection process will be ordered by geographic area
- The result of the On-Line assessment will be used to form an order of merit by geographic area. Applicants with the highest orders of merit for each geographic area will be progressed to the next stage of the recruitment process based on service need.
- Competency Based Application Forms will be issued to candidates with the highest orders of merit on a phased basis
- Any applicant who is deemed ineligible or not short listed will be informed of the reason for that decision.
- Competency-based interviews will be held on a phased basis
- A primary panel will be formed of candidates successful in the first phase of interviews. If subsequent interviews are held candidates successful at these interviews will be added to the end of the primary panel and will be listed with a lower order of merit.
- Where required certain roles may require further selection processes or assessment methods
- The post is offered to candidates with the highest score on the panel who expresses an interest.
- If a candidate declines the post we will offer it to the next highest scoring candidate who expressed an interest etc

Interviews form part of the selection process. We reserve the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory.

Note on References: We must be satisfied that the appointment process comprises of full and comprehensive suite of references which assures us that the applicant's past performance and behaviours are appropriate to the post. We determine the merit, appropriateness and relevance of references. All previous employers may be contacted for reference purposes. Please note that we may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need.

We reserve the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

## 13. What is a panel, how are they formed?

### What is a panel?

A panel is a list of candidates successful at interview placed in order of merit. Candidates are awarded a mark during the interview process and the candidate who scores the highest mark is placed first on the panel. Subsequent vacancies are then expressed to the panel in order of merit. If the number one successful candidate, that expressed an interest on the panel refuses the job offer, it is then offered to the second candidate who expressed interest on the panel. Once a panel is formed, it remains in existence for 1 year and may be extended.

## **Marking System**

Candidates are given marks for skill areas during the interview. These elements are clearly indicated on the Competency Based Application Form.

Where candidates score the same marks a further ranking process will apply. A previously agreed skill area of the interview will be chosen to further rank successful candidates e.g. Karen and Mary are both successful at interview. They both score 421 at interview, which would place them at joint number 3 on the panel.

If “planning and organising” has been the secondary ranking area chosen then the candidate who has scored higher in this area and expressed an interest will receive the first job offer.

Karen scored 69 in the “planning and organising” element and Mary scored 68. Karen will be number 3 a. on the panel and Mary will be number 3 b. on the panel.

Where candidates have the same mark on the secondary ranking, an additional ranking will be applied and so forth.

Please note in order to be deemed successful you must be awarded a minimum score of 40 for each competency area.

## **Future panels**

Please note that candidates successful at interview and placed on the panel formed through this campaign may not be considered as applicants for any supplementary campaigns to add to this panel.

Please note we reserve the right to contact all available successful candidates in the event that panels are exhausted. We reserve the right to extend the life of the panel to fill specified purpose and / or permanent vacancies that may arise. We may modify panel management rules in line with service need during the life time of the panel and will notify all remaining candidates of any changes.

## **14. Acceptance / Refusal of Job Offers**

The time lines and panel management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.

Please see Appendix 5 for a full outline of the panel management rules.

## **15. Campaign Timescales**

Closing date for Clerical Officer, Grade III Stage 1 On-Line Application Form is Tuesday 21<sup>st</sup> February 2017 at 3 pm

Applicants will be sent a text alert and email to let them know in advance that they are moving to the next stage.

## **16. Security Clearance**

At appointment stage applicants will need to apply for a vetting disclosure from the National Vetting Bureau. This process may be initiated by HBS Recruit for the confirmed successful candidate recommended for the post.

Appointments will require satisfactory security clearances. If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within the HSE and / or Tusla or other publicly funded health or social care service providers we would strongly advise that you commence seeking international security clearances now. Please see Appendix 7 for more information on international clearances.

Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

**Job Specification & Terms and Conditions  
Clerical Officer, Grade III**

<b>Job Title and Grade</b>	<b>Clerical Officer, Grade III</b> (Grade Code 0609)
<b>Campaign Reference</b>	NRS04696
<b>Closing Date</b>	Tuesday 21 <sup>st</sup> February 2017 at 3 pm
<b>Proposed Interview Date (s)</b>	Interviews will be held throughout the year. Applicants who reach stage 3 will be informed of the interview dates for that particular geographic area when issued with the Competency Based Application Form.
<b>Details of Service</b>	The purpose of this recruitment campaign is to fill vacancies in the HSE, Tusla and many publicly funded health and social care providers. Details of the types of services are available on <a href="http://www.hse.ie">www.hse.ie</a> and <a href="http://www.tusla.ie">www.tusla.ie</a> . Full details of the individual jobs will be provided to those who have successfully completed stage 4 through an "expression of interest". Applicants successful at interview (Stage 4) are placed on a panel for their geographic choice. Once you are on the panel, you decide which post you would like to work in and where. You will be informed through an "expression of interest" about Clerical Officer, Grade III roles in that geographic area. As each individual job arises, we let the relevant panel members know, sending them a text and an email. The email tells them about an individual job at a particular site, details include: employer, location, start date, the service itself, the team and the contact details of the Manager at that site with whom you can talk if you want to find out more. You can even arrange to visit to help you decide if it is the right job for you. If you are not interested, you can simply ignore it until you see a job that is of interest to you. Once you are on the panel, you decide which post you would like to work in and where.
<b>Reporting Relationship</b>	To a designated supervisor who will be assigned at job offer stage.
<b>Purpose of the Post</b>	To support the administration process in a busy work environment.
<b>Principal Duties and Responsibilities</b>	<p>In line with employer policies, procedures and best practice standards the Clerical Officer, Grade III will:</p> <ul style="list-style-type: none"> <li>• Answer queries and provide a reception/ telephone service</li> <li>• Provide office support</li> <li>• Manage Data - including: maintaining, correcting, collating, interrogating, validating and processing data</li> <li>• Maintain accurate up to date records, both computerised and paper copy filing systems and records</li> <li>• Assist in and / or prepare reports as necessary</li> <li>• Keep themselves apprised of the relevant documentation / procedures as relevant</li> <li>• Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc.</li> <li>• Action all communications in a timely manner</li> <li>• Identify potential problems / inconsistencies in a timely manner and consult with line manager as appropriate</li> <li>• Actively participate in innovation and change management in the approach to best practice within the Department</li> <li>• Represent the service in a positive manner</li> <li>• Undertake other assignments as directed</li> <li>• Any other administrative support as requested</li> <li>• 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 employer protocols for implementing and maintaining these standards as appropriate to the role.</li> <li>• Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service</li> </ul> <p>The above Job Description 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 him/her from time to time and to contribute to the development of the post while in office.</p>

<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/ or experience</b></p>	<p>Applicants must at the closing date possess:</p> <p><b>1. Professional Qualifications, Experience, etc.</b></p> <p>(i) Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied..</p> <p style="text-align: center;">Or</p> <p>(ii) Passed an examination of at least equivalent standard</p> <p style="text-align: center;">Or</p> <p>(iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills</p> <p><b>2. Age</b></p> <p>Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions), Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.</p> <p><b>3. Health</b></p> <p>A candidates 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.</p> <p><b>4. Character</b></p> <p>Each candidate for and any person holding the office must be of good character.</p>
<p><b>Post Specific Requirements</b></p>	<p>Where a post requires specific experience or skills this will be notified to panel members at “expression of interest” stage e.g. typing skills.</p>
<p><b>Other requirements specific to the post</b></p>	<p>Where a post has specific requirements these will be notified to panel members at “expression of interest” stage e.g. shift work, unsocial hours, access to appropriate transport to carry out the duties and responsibilities of the role</p>
<p><b>Skills, competencies and/or knowledge</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines</li> <li>• Demonstrate the commitment to providing a quality service</li> <li>• Demonstrate the ability to work on own initiative as well as part of a team</li> <li>• Demonstrate a commitment to providing a high level of customer service</li> <li>• Demonstrate excellent computer skills particularly Microsoft Office</li> <li>• Demonstrate excellent written and verbal communication skills</li> <li>• Demonstrate strong numeracy skills, including the ability to analyse data</li> <li>• Demonstrate the ability to work in line with relevant policies and procedures</li> </ul>
<p><b>Campaign Specific Selection Process</b></p> <p><b>Ranking/Short listing / Interview</b></p>	<p>Where assessments are used, the same assessment type will be issued to all applicants. Assessments for ranking purposes 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 throughout the process it is important that you think about your experience in light of those requirements.</p> <p>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Where assessments are used, each applicant’s assessment score will be used to give that applicant an order of merit – the person with the highest score is number one, the next highest score is number two etc. As we expect a high volume of applicants, candidates with the highest score will be placed in Band A, and will be progressed to Stage 3 depending on the number of jobs (vacancies) available within the different geographic areas.</p>

<b>Code of Practice</b>	<p>The purpose of this recruitment campaign is to create a recruitment pool of Clerical Officers in order to fill vacancies as they arise in the HSE, Tusla and other publicly funded health and social care providers over the coming year(s). HBS Recruit as part of the HSE will run this campaign for the HSE and / or Tusla in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice.</p> <p>Codes of practice are published by the CPSA and are available on <a href="http://www.cpsa.ie">www.cpsa.ie</a>.</p>
<p>Reform programmes outlined for the HSE and/or Tusla and/or other publicly funded health and social care providers may impact on this role and as structures change the job description may be reviewed.</p> <p>This job description 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.</p>	

**Terms and Conditions of Employment - Clerical Officer, Grade III**

<b>Tenure</b>	<p>The panels formed as a result of this recruitment campaign will be used to fill permanent/specified purpose (temporary) and whole time/part-time vacancies.</p> <p>These posts are pensionable.</p> <p>The tenure of each post will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004, appointment as an employee of TUSLA is governed by the Child &amp; Family Agency Act 2013. Appointments to either agency are governed by Public Service Management (Recruitment and Appointment) Act 2004.</p>
<b>Remuneration</b>	<p>The starting salary for the post (01/01/2016) is:</p> <p>Euro 21,892 - 23,397 - 23,766 - 24,519 - 25,616 - 26,717 - 27,817 - 28,912 - 29,980 - 31,046 - 31,800 - 32,856 - 33,921 - 35,919 - <b>37,341</b> (LSI)</p>
<b>Working Week</b>	<p>The standard working week applied to this grade is 37 hours.</p> <p>For HSE &amp; Tusla Roles: 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 16<sup>th</sup> 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).</p>
<b>Annual Leave</b>	<p>The standard annual leave associated with the post is:</p> <p>24 days (0-3 years’ service) 25 days (3-5 years’ service) 26 days (5 years or more service)</p>
<b>Superannuation</b>	<p>This is a pensionable position with the HSE and/or TUSLA.</p> <p>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 1<sup>st</sup> 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 31<sup>st</sup> December 2004.</p>
<b>Probation</b>	<p>Every appointment of a person who is not already a permanent officer of the Health Service Executive and/or TUSLA 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.</p>

**Eligibility Criteria – Clerical Officer, Grade III**

Applicants must at the closing date possess:

**1. Professional Qualifications, Experience, etc.**

(i) Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied..

**Or**

(ii) Passed an examination of at least equivalent standard

**Or**

(iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills

**2. Age**

Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions), Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.

**3. Health**

A candidates 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.

**4. Character**

Each candidate for and any person holding the office must be of good character.

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**The remainder of Appendix 1 provides further information on the above eligibility criteria.**

## Point (i)

### Department of Education – Approved List of Subjects

Subject	Level
Accounting	Higher and Ordinary
Agricultural Economics	Higher and Ordinary
Agricultural Science	Higher and Ordinary
Ancient Greek	Higher and Ordinary
Applied Mathematics	Higher and Ordinary
Arabic	Higher and Ordinary
Art (including crafts)	Higher and Ordinary
Biology	Higher and Ordinary
Business	Higher and Ordinary
Chemistry	Higher and Ordinary
Classical Studies	Higher and Ordinary
Construction Studies	Higher and Ordinary
Design and Communication Graphics	Higher and Ordinary
Economics	Higher and Ordinary
Engineering	Higher and Ordinary
English	Higher and Ordinary
French	Higher and Ordinary
Geography	Higher and Ordinary
German	Higher and Ordinary
Hebrew Studies	Higher and Ordinary
History	Higher and Ordinary
Home Economics	Higher and Ordinary
Irish	Higher, Ordinary and Foundation
Italian	Higher and Ordinary
Japanese	Higher and Ordinary
Latin	Higher and Ordinary
Mathematics	Higher, Ordinary and Foundation
Music	Higher and Ordinary
Physics	Higher and Ordinary
Physics and Chemistry	Higher and Ordinary
Religious Education	Higher and Ordinary
Russian	Higher and Ordinary
Spanish	Higher and Ordinary
Technology	Higher and Ordinary

## Leaving Certificate Programmes

### Leaving Certificate (Established)

This programme offers students a broad and balanced education while allowing for some specialisation. The certificate is used for the purposes of selection into further education, employment, training and higher education. The examination is the terminal examination of post-primary education. It is held at the end of the Senior Cycle in post-primary schools. The Senior Cycle caters for students in the 15 to 18 year old age group. The majority of candidates who sit for the examinations are recognised students in post-primary schools, are 17 or 18 years of age and have completed 5 or 6 years of post-primary education.

### Leaving Certificate Vocational Programme (LCVP)

This is a senior cycle Programme of the Department of Education & Science, designed to give a strong vocational dimension to the Leaving Certificate (established). The strong vocational focus of the LCVP is achieved by arranging Leaving Certificate subjects into Vocational Subject Groupings and through the provision of two additional courses of study in work preparation and enterprise, known as the Link Modules. Candidates taking the LCVP have a unique opportunity to develop their interpersonal, vocational and technological skills. These skills are equally relevant to the needs of those preparing for further education, seeking employment or planning to start their own business.

#### Assessment of Leaving Certificate Subjects

LCVP students follow the same subject syllabi and are assessed in the same way as their peers in the Leaving Certificate (established).

#### Assessment of the Link Modules

The Link Modules, Preparation for the World of Work and Enterprise Education are treated as a unit for assessment purposes. Assessment, which is at a common level, comprises two elements, a Terminal Examination Paper and a Portfolio of Coursework.

The formal assessment of the Links Modules has two components:

- A centrally set written examination (160 marks), with video, case study and syllabus section, taken nationally on the first Wednesday in May.
- A portfolio (240) marks prepared by each candidate using agreed and published guidelines.

#### Certification

LCVP students are awarded the same certification as is used in the Leaving Certificate (established). An additional statement of the grade received for the link modules is appended to that certification. Grades for the Link Modules are presented in the following categories :-

Distinction	(80 - 100%)
Merit	(65 - 79%)
Pass	(50 - 64%)

#### Leaving Certificate Applied Programme

The Leaving Certificate Applied Programme (LCA) is a distinct, self-contained two-year programme aimed at preparing students for adult and working life. It is designed for students who do not wish to proceed directly to third level education or for those whose needs, aspirations and aptitudes are not adequately catered for by the other two Leaving Certificate programmes or who choose not to opt for those programmes. The Programme is administered and assessed by the State Examinations Commission.

Credits towards the final award are accumulated throughout the two years of the programme through:

- 1.) Satisfactory completion of modules. (Maximum of 62 credits)
- 2.) Performance of students tasks. (Maximum of 70 credits)
- 3) Performance in the final examinations. (Maximum of 68 credits)

#### Grading Structure

The LCA Certificate is awarded at three levels:

Pass	60-69 %	(120 - 139 credits)
Merit	70-84 %	(140 - 169 credits)
Distinction	85-100%	(170 - 200 credits)

Candidates who acquire less than 120 credits will receive a Record of Credits. This will also apply to those who leave before the end of the programme.

#### Subject Choice

Final Examinations Candidates are required to take Final examinations in the following subjects:

English and Communication

Mathematical Applications

Social Education

Gaeilge Chumarsáideach

Modern European Language i.e. French or German or Spanish or Italian

2 subjects from the Vocational Specialism Group:

Agriculture/Horticulture

Childcare/Community Care

Graphics and Construction Studies

Craft and Design

Engineering

Hair and Beauty

Hotel, Catering and Tourism

Office Administration and Customer Care

Technology

Information and Communication Technology

Active Leisure Studies

## Leaving Certificate Grading System

Percentage Range	Grade
90 or over	A1
85 but less than 90	A2
80 but less than 85	B1
75 but less than 80	B2
70 but less than 75	B3
65 but less than 70	C1
60 but less than 65	C2
55 but less than 60	C3
50 but less than 55	D1
45 but less than 50	D2
40 but less than 45	D3
25 but less than 40	E
10 but less than 25	F
Less than 10	No Grade

### Point (ii)

#### Examinations of at least Equivalent Standard

Useful reference points for establishing equivalence are:

A passed examination of at least equivalent standard is a QQI full award at level 5 (formerly FETAC) on the National Framework of Qualifications (NFQ) or a recognised foreign qualification

The NFQ is available on the Quality and Qualifications Ireland (QQI) website <http://www.nfq-qqi.com/index.html> . The framework is a system of levels for relating different qualifications (i.e. awards) to one another. This may assist you finding out if your examination is of an equivalent standard.

For holders of foreign academic qualifications NARIC Ireland provides advice on the academic recognition of a foreign qualification by comparing it, where possible, to a major award at a certain level on the Irish National Framework of Qualifications (NFQ). You can search the database at: [www.naric.ie](http://www.naric.ie). A comparability statement for each qualification listed is available for download. If you are unable to locate a particular qualification, you can submit a query using the query form at the above web address.

### Point (iii)

#### Satisfactory relevant experience which encompasses demonstrable equivalent skills

This means having previously worked or are currently working in a job, where the duties are similar to those provided in the job specification.

## Appendix 2

### (i) EEA Nationals

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Switzerland, Bulgaria and Romania.

### (ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

### And

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 1, Stamp 4/ 4EUfam, Stamp 5

### Or

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 3 and scanned copies of the following:

- Marriage/Civil Partnership Certificate

And

- Spouse's passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 1, 4 or 5

Or

- If your spouse holds a Stamp 2 for the purposes of **PhD study**, please include a copy of their passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD** student.

### **Applications that are not accompanied by the above documents where necessary will be considered incomplete and will not be processed any further.**

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview. For more details on EEA countries please see visit the Department of Jobs, Enterprise and Innovation website [www.djei.ie](http://www.djei.ie)

### **Please note:**

We welcome applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status.

## Appendix 3

### Candidates who CANNOT APPLY

Applications received from candidates who fall under the below categories will not be processed further in the selection process; this means that you will not be invited to interview.

#### Persons in receipt of a pension from specified Superannuation Schemes

Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)
- Voluntary Redundancy Scheme 2010 (VRS)

Prospective candidates must satisfy themselves as to their eligibility to be employed by the Health Service Executive before applying/competing for posts to be filled through this recruitment campaign.

#### Abatement of Pension (Section 52 of Public Service Pensions Act 2012)

Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a persons pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

## Appendix 4

### Illustration of Typical Range of Service Types within the Geographic Areas

<b>This is not a finite list of the services / service providers, but rather gives you with an idea of types of services typically located the geographic areas.</b>	
Community Healthcare Organisations	Community Healthcare Services are the broad range of services which are provided outside of the acute hospital system and include Primary Care, Social Care, Mental Health and Health & Wellbeing Services. These services are delivered through the HSE and its funded agencies to people in local communities, as close as possible to people's homes.
Hospital Groups	The hospitals in Ireland are organised into seven Hospital Groups. The services delivered include inpatient scheduled care, unscheduled/emergency care, maternity services, outpatient and diagnostic services.
Tusla – Child and Family Agency	The Child and Family Agency is the dedicated State agency responsible for improving wellbeing and outcomes for children. Tusla's services include a range of universal and targeted services such as Child protection and welfare services, Educational Welfare Services, Psychological Services, Alternative care, Family and Locally-based Community Supports, Early Years Services, Domestic, Sexual and Gender-based Violence Services
Corporate Services in the HSE and or Tusla / Health Business Services/ National Ambulance Service	All of the services are supported through corporate or business services at various centres e.g. the headquarters of the HSE and Tusla are based in Dublin (Dublin South). Other services such as the National Ambulance Service have their headquarters in Tallaght, Dublin (Dublin South) with other facilities around the country. This is also the case for shared services such as Health Business Services, whose various functions are based at different locations e.g. Kilkenny (Carlow/Kilkenny), Leitrim (Sligo/Leitrim),
Carlow / Kilkenny	Community Healthcare Organisation Area 5, Ireland East Hospitals Group, Tusla – Child and Family Agency, HBS
Cavan / Monaghan	Community Healthcare Organisation Area 1, RCSI Hospitals Group, Tusla – Child and Family Agency
Clare	Community Healthcare Organisation Area 3, University of Limerick Hospitals Group, Tusla – Child and Family Agency
Cork	Community Healthcare Organisation Area 4, South/South West Hospitals Group, Tusla – Child and Family Agency
Donegal	Community Healthcare Organisation Area 1, Saolta University Health Care Group, Tusla – Child and Family Agency
Dublin North	Community Healthcare Organisation Area 9, RCSI Hospitals Group, Tusla – Child and Family Agency
Dublin South	Community Healthcare Organisation Areas 6 & 7, Dublin Midlands Hospitals Group / Ireland East Hospitals Group / Children's Hospital Group, Tusla – Child and Family Agency, HQ HSE, HQ Tusla, HQ National Ambulance Service
Galway	Community Healthcare Organisation Area 2, Saolta University Health Care Group, Tusla – Child and Family Agency
Kerry	Community Healthcare Organisation Area 4, South/South West Hospitals Group, Tusla – Child and Family Agency
Kildare / West Wicklow	Community Healthcare Organisation Area 7, Dublin Midlands Hospitals Group, Tusla – Child and Family Agency
Laois / Offaly	Community Healthcare Organisation Area 8, Dublin Midlands Hospitals Group, Tusla – Child and Family Agency
Limerick	Community Healthcare Organisation Area 3, University of Limerick Hospitals Group, Tusla – Child and Family Agency
Longford / Westmeath	Community Healthcare Organisation Area 8, Ireland East Hospitals Group, Tusla – Child and Family Agency
Louth / Meath	Community Healthcare Organisation Area 8, RCSI Hospitals Group / Ireland East Hospitals Group, Tusla – Child and Family Agency
Mayo	Community Healthcare Organisation Area 2, Saolta University Health Care Group, Tusla – Child and Family Agency
Roscommon	Community Healthcare Organisation Area 2, Saolta University Health Care Group, Tusla – Child and Family Agency
Sligo / Leitrim	Community Healthcare Organisation Area 1, Saolta University Health Care Group, Tusla – Child and Family Agency, HBS
Tipperary North / East Limerick	Community Healthcare Organisation Area 3, University of Limerick Hospitals Group, Tusla – Child and Family Agency
Tipperary South	Community Healthcare Organisation Area 5, South/South West Hospitals Group,

	Tusla – Child and Family Agency
Waterford	Community Healthcare Organisation Area 5, South/South West Hospitals Group, Tusla – Child and Family Agency
Wexford	Community Healthcare Organisation Area 5, Ireland East Hospitals Group, Tusla – Child and Family Agency
Wicklow	Community Healthcare Organisation Area 6, Tusla – Child and Family Agency

### Panel Management Rules

#### Panel Management Rules

In this appendix we outline how individual posts are notified to candidates who are successful at “Stage 4: Interview” and are placed on the recruitment panel in order of merit. The time lines and panel management rules for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.

#### Frequently used terms:

**Expression of Interest:** An expression of interest simply means that you indicate that you would be interested in this job should it be offered to you.

**Formal Job Offer:** You are formally offered the job i.e. if you accept the formal job offer you will move to the next stage of the selection process- reference checking, occupational health clearance etc.

**Order of Merit:** The order of merit is initially decided by your score achieved at assessment/ interview i.e. candidates are listed in order determined by their score, the highest score achieved is no.1 on the panel, the second highest score is no.2 etc.

#### Permanent Whole Time Posts

You will have one working week++ in which to express an interest in a permanent post. You will be made aware by an “alert” text to your mobile phone to advise you of an e-mailed letter regarding the details of the post and the last date by which you may express an interest. You will also receive a description of the post / service as well as contact details for the Service Manager to discuss the service / department. We recommend that you do so.

HBS Recruit may notify more than one candidate, in order of merit that a permanent post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will be offered the post. Candidates who do not express an interest or who reject a post when formally offered **will not** be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

**Candidates who formally accept a permanent post and subsequently decline the post will be removed from the panel for that geographic area.**

**Candidates who formally accept a permanent post will no longer be eligible for any further expressions of interest / job offers for that geographic area, and will be removed from panel for that geographic area.**

Please note that candidates successful at interview and placed on the panel formed through this campaign will not be considered as applicants for any supplementary campaigns to add to this panel. This applies if you are still active on the panel. *(Panel members who have accepted a specified purpose contract are considered active panel members)*

++ Where Service need requires **the time span in which to express interest may be less than five working days.** The time span and deadline for expressing interest will be clearly indicated on your text alert and in the expression of interest email. **We strongly advise candidates to pay due attention to expiry times.**

#### Permanent Part Time Posts

Vacancies may arise that constitute less than one full time post (i.e. less than one full working week). Where possible we will endeavour to merge vacancies together in order to create a full time post. If this is not possible we will offer the part time post to candidates in order of merit. Permanent part time posts will be communicated to candidates in the same manner as permanent whole time posts.

Candidates who do not express an interest or who reject a post when formally offered **will not** be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

**Candidates who formally accept a permanent part time post and subsequently decline the post will be removed from the panel for that geographic area.**

**Candidates who formally accept a permanent part time post will no longer be eligible for any further expressions of interest / job offers for that geographic area, and will be removed from panel for that geographic area.**

Please note that candidates successful at interview and placed on the panel formed through this campaign will not be considered as applicants for any supplementary campaigns to add to this panel. This applies if you are still active on the panel. *(Panel members who have accepted a specified purpose contract are considered active panel members)*

#### **Specified Purpose Whole Time or Part Time Job Offers**

You will have 48\* hours in which to express an interest in a specified purpose post. You will be made aware by an "alert" text to your mobile phone to advise you of an e-mailed letter regarding the details of the post and the time by which you may express an interest in the job. You will also receive a description of the post / service and contact details for the Service Manager to discuss the service / department if you wish to do so. We strongly recommend that you do so.

HBS Recruit may notify more than one candidate, in order of merit that a specified purpose post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will be offered the post. Candidates who do not express an interest or who reject a post when formally offered **will not** be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification text and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

\*Where service need requires **the time span in which to express interest may be less than 48 hours**. The time span and deadline for expressing interest will be clearly indicated on your text alert and in the expression of interest email. **We strongly advise candidates to pay due attention to expiry times.**

Candidates, who accept a specified purpose post will not receive any further expressions of interest / job offers for specified purpose posts, and will be classified as "dormant". This means that you will not be contacted regarding any further specified purpose posts, which arise unless you notify the HBS Recruit. At any time, after you take up duty should you be about to become available for specified purpose work again, you can contact HBS Recruit, who will immediately reactivate your status on the panel confirming your availability for specified purpose posts.

Candidates who take up specified purpose positions will not forfeit their ranking on the permanent panel. Candidates who do not take up or express an interest in specified purpose vacancies will not forfeit their ranking on the panel.

Regardless of whether a candidate's status on the panel is dormant (due to accepting a specified purpose post) or active, it will not affect in any way expressions of interest / job offers for permanent positions.

Interviews form a part of the selection process. We reserve the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory.

**Note on References: The employer must be satisfied that we have a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. We determine the merit, appropriateness and relevance of references. Please note we may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. We reserve the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.**

**List of Section 38 Agencies – October 2013**

1. Adelaide & Meath incorporating the National Children's Hospital Tallaght
2. Beaumont Hospital
3. Brothers of Charity – Clare
4. Brothers of Charity – Galway
5. Brothers of Charity – Limerick
6. Brothers of Charity – Lota (Southern)
7. Brothers of Charity – Roscommon
8. Brothers of Charity – Waterford
9. Cappagh National Orthopaedic Hospital
10. Carriglea (Sisters of the Bon Sauveur)
11. Central Remedial Clinic
12. Cheeverstown House
13. Children's Sunshine Home
14. Coombe Women's Hospital
15. Cope Foundation
16. Cork Dental Hospital
17. Daughters of Charity – Dublin Region
18. Daughters of Charity – Limerick Region (inc St. Anne's Roscrea)
19. Dublin Dental Hospital Board
20. Incorporated Orthopaedic Hospital (Clontarf)
21. KARE, Morefield, Newbridge, Co Kildare
22. Leopardstown Park Hospital
23. Mercy Hospital, Cork
24. National Maternity Hospital, Holles St.
25. National Rehabilitation Hospital
26. Our Lady's Children's Hospital, Crumlin
27. Our Lady's Hospice, (Harold's Cross)
28. Peamount Hospital (Newcastle)
29. Rotunda Hospital
30. Royal Hospital, Donnybrook, Dublin
31. Royal Victoria Eye & Ear Hospital
32. Sisters of Charity – Kilkenny
33. Sisters of Charity of Jesus & Mary (Laois/Offaly)
34. Sisters of Charity of Jesus & Mary (Longford/Westmeath)
35. Sisters of Charity of Jesus & Mary (Moore Abbey)
36. South Infirmity Hospital, Cork
37. St. John of God Eastern Region
38. St. John of God, Drumcar
39. St. John of God, Tralee Beaufort – St. Mary's of the Angels
40. St. John's Hospital, Limerick
41. St. Michael's House, Dublin (incorporates St Mary's Auxiliary Hospital)
42. St. Vincent's, Fairview
43. Stewart's Hospital, (Palmerstown)
44. Sunbeam House Services
45. Temple Street Children's University Hospital

## Appendix 7

Appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) is the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in this role we would strongly advise that you commence seeking international security clearances if you are invited to Stage 3 – Competency Based Application Form.

Applicants will need to apply for a vetting disclosure from the National Vetting Bureau. This process will be initiated HBS Recruit for the confirmed successful candidate recommended for the post.

If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more, it will be mandatory for you to furnish this department with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country/countries.

Note: Candidates who studied outside of Ireland e.g. in the UK, please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated **after** you left the UK.

The following websites may be of assistance to you in this regard:

### United Kingdom

London:

<http://content.met.police.uk/Site/infomationaboutyourself>

[Metropolitan Police Service - Your right to information](#)

[www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk)

<http://www.south-wales.police.uk/more-about-us/your-right-to-information/data-protection/>

[www.north-wales.police.uk](http://www.north-wales.police.uk)

The <http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

### Australia

[www.afp.gov.au](http://www.afp.gov.au) This website will provide you with information on obtaining a national police clearance certificate for Australia

### New Zealand

[www.courts.govt.nz](http://www.courts.govt.nz) This website will provide you with information on obtaining police clearance in New Zealand.

### United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**,

<https://www.fbi.gov/about-us/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

### Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who receive job offers will have 5 working days in which to produce the required documentation; otherwise the job offer will be withdrawn.

When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.