



Clerical Officer, Grade III
Health Business Services (HBS), HR
Job Specification & Terms and Conditions

Job Title and Grade	Clerical Officer, Grade III, HBS HR (Grade Code 0609)
Campaign Reference	HBS09405
Closing Date	Thursday 19 th November 2020 at 12 noon
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	<p>There are currently a number of whole-time, permanent and specified purpose vacancies available based in Aras Slainte Chluainin, Manorhamilton, Co. Leitrim. The end date of the specified purpose posts is 31/12/21.</p> <p>A panel may be formed as a result of this campaign for HBS HR (HBS Recruit, National Pensions Management and the Garda Vetting Liaison Office), Aras Slainte Chluainin, Manorhamilton, Co. Leitrim from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.</p>
Details of Service	<p>The Health Business Services (HBS) Human Resources family is part of the wider HBS function which is tasked with the delivery of a portfolio of shared service delivery functions including Finance, Procurement, Estates, HR/Payroll Systems & Analytics and Human Resources.</p> <p>HBS Recruit HBS Recruit is responsible for the provision of a safe and efficient recruitment service to the HSE through a shared service model. HBS Recruit recruits for many disciplines and grades of staff in the HSE including medical dental, allied health professionals, nursing, other patient and client care, support and management administration.</p> <p>HBS Recruit currently provides a full recruitment service from advertisement to appointment stage. The service operates in a busy, pressurised environment and strives to respond to service needs in an efficient manner. HBS Recruit also provides tailored (partial) recruitment services to local HR units and supports local recruitment units.</p> <p>HBS Recruit works closely with service managers, the Hospital Groups, Community Healthcare Organisations (CHOs), corporate functions and senior management in designing and implementing recruitment strategies that allow for safe and efficient recruitment. Furthermore, HBS Recruit has close working relationships with external and internal stakeholders relevant to the resourcing of the HSE including the Department of Health, professional bodies representing the various disciplines, staff representative bodies, statutory registration bodies, educational institutions etc.</p> <p>The needs of the HSE continue to grow and responding creatively and quickly to the needs of the organisation is an essential element of the business. HBS Recruit must ensure its recruitment processes are in line with best practice and legislative requirements while responding to critical service's needs. The recruitment model of the HSE is currently transitioning with an increased focus on bringing recruitment processes and decisions closer to the local services. This will impact the business model of HBS Recruit in the coming years and may result in a more devolved recruitment model. HBS Recruit is working closely with</p>

HSE National HR, hospital and community representatives in designing the new models of recruitment delivery.

The national Garda Vetting Liaison Office (GVLO) is also under the management structure of HBS Recruit. This unit provides a vetting service for new and existing employees and processes in excess of 20,000 applications per year.

National Pensions Management

National Pension Management is a key function of HBS HR. Its overall aim is to provide high quality, timely pensions services to pension scheme members.

The Health Business Services National Pension Management shared service function provides a comprehensive and professional pension service (including information and advice) to employees who are members of pension schemes administered by the HSE. This includes:

- Services to other Public Health Service employer organisations whose employees are members of the Voluntary Hospitals Superannuation Schemes/Nominated Health Agencies Superannuation Schemes (pre 1st January 2013) or members of the Single Public Service Pension Scheme (post 1s January 2013), and
- A National Family Law Pensions Unit that provides a service in relation to all separation and divorce cases from a pension's perspective.

The HBS National Pensions Benefits Payments Unit (located in Manorhamilton) has responsibility for the timely payment of retirement benefits to staff retiring from the HSE and TUSLA. It is also responsible for ongoing maintenance and administration for those pensioners who are paid their annual pension allowance payments via the HSE's National Pensioner Payroll.

HBS aims to deliver a compliant customer centric Pension Service for the HSE, its employees and its pensioners, a service that can be extended to the entire publicly funded Health Sector over time.

Garda Vetting Liaison Office

In April 2017 the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 & 2016 was enacted. This act provides the statutory basis for vetting of persons carrying out relevant work in health and social care and puts a legal obligation on the HSE to have Garda Vetting in place for all employees and non- employees engaged in relevant work.

The Garda Vetting Liaison Office (GVLO) provides a Garda Vetting service for new and existing employees of the HSE and will also provide a service for non-employees who engage in providing health and social care services to relevant groups. This means the HSE needs to ensure that Garda Vetting is in place for all personnel involved in relevant work on behalf of the HSE- this includes categories such as GPs, Practice Nurses, Community Physicans, Contractors and Volunteers. The HSE must also periodically re-vet all subjects who are involved in relevant work. The GVLO unit currently processes in excess of 20,000 applications per year in a largely paper based environment. The vetting of non- employees and the re-vetting of current employees will result in significant periodic increases in vetting applications.

The increase in applications and the development of a sustainable Garda Vetting model is a significant compliance challenge facing the HSE. Changes in legislation necessitate the implementation of a strategic compliance programme with attendant major changes in business platforms and practices for the GVLO. The GVLO must ensure its processes are compliant and in line with best practice and legislative requirements while responding to critical service needs. The current operating model does not have the appropriate digital infrastructure to allow for increase in capacity and necessary level of "self-service" and inspection capabilities.

	The GVLO will work in consultation with An Garda Siochana, the Department of Health, HIQA, other regulatory and statutory bodies. The GVLO advises HSE managers in the community and hospitals, corporate functions and senior management in designing and implementing Garda Vetting strategies that allow for the safe employment of health and social care staff.
Reporting Relationship	To a designated supervisor who will be assigned at job offer stage.
Purpose of the Post	To support the administration process in a busy work environment.
Principal Duties and Responsibilities	<p>In line with employer policies, procedures and best practice standards the Clerical Officer will:</p> <ul style="list-style-type: none"> • Answer queries and provide a reception/ telephone service • Provide office support • Manage data - including: maintaining, correcting, collating, interrogating, validating and processing data • Maintain accurate up to date records, both computerised and paper copy filing systems and records • Assist in and / or prepare reports as necessary • Keep themselves apprised of the relevant documentation / procedures as relevant • Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc. • Action all communications in a timely manner • Identify potential problems / inconsistencies in a timely manner and consult with line manager as appropriate • Actively participate in innovation and change management in the approach to best practice within the Department • Represent the service in a positive manner • Undertake other assignments as directed • Any other administrative support as requested • 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. • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service <p>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 him/her from time to time and to contribute to the development of the post while in office.</p>
Eligibility Criteria	Candidates must have at the latest date of application:
Qualifications and/ or experience	<p>1. Professional Qualifications, Experience, etc.</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>2. 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.</p> <p>3. Character Each candidate for and any person holding the office must be of good character.</p>
Post Specific Requirements	Where a post requires specific experience or skills this will be notified to panel members at “expression of interest” stage.
Other requirements specific to the post	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
Skills, competencies and/or knowledge	<ul style="list-style-type: none"> • Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines • Demonstrate the commitment to providing a quality service • Demonstrate the ability to work on own initiative as well as part of a team • Demonstrate a commitment to providing a high level of customer service • Demonstrate excellent computer skills particularly Microsoft Office • Demonstrate excellent written and verbal communication skills • Demonstrate strong numeracy skills, including the ability to analyse data • Demonstrate the ability to work in line with relevant policies and procedures
Campaign Specific Selection Process Ranking/Shortlisting / Interview	<p>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.</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>An online assessment may also take place. You will receive further information on this post application stage.</p> <p>Those successful at the ranking stage/ online assessment 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.</p>
Code of Practice	<p>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 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. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.</p> <p>Codes of practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on www.cpsa.ie.</p>
The reform programme outlined for the Health Services may impact on this role and as structures change the job specification may be reviewed.	

This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.



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

Tenure	<p>The current vacancies available are permanent and specified purpose, and whole time.</p> <p>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.</p> <p>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.</p>
Remuneration	<p>The Salary scale for the post as at (01/10/20) is:</p> <p>Euro 24,601 - 26,218 - 26,615 - 27,424 - 28,603 - 29,785 - 30,968 - 31,826 - 32,799 - 33,928 - 34,726 - 35,844 - 36,971 - 39,087 - 40,592 LSI</p> <p>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.</p>
Working Week	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p> <p>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).</p>
Annual Leave	<p>The annual leave associated with the post will be confirmed at Contracting stage.</p>
Superannuation	<p>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</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p>* <i>Public Servants not affected by this legislation:</i> 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.</p> <p>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.</p>

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.
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	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service¹, 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 procedures². • 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. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

¹ A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

² See link on health and safety web-pages to latest Incident Management Policy