



NRS11038 Health Care Support Assistants (formerly Home Help)

Community Health Care Organisation

Community Healthcare Dublin South,
Kildare and West Wicklow (CHO 7)

Panels to be formed for the counties:

- Kildare
- Wicklow West

Additional Campaign Information

Closing date: 28th October 2021 at 12 noon

Dear Candidate,

Thank you for your interest in the role of Health Care Support Assistant.

We have prepared this document to support you through the recruitment process. This document outlines how the recruitment process will be run.

The document also contains a Frequently Asked Questions (FAQs) section which gives information about the jobs, how to apply, what you need to prepare, what are the hours of work and much more.

We recommend that you read this document in its entirety before submitting an application.

1. The role of Health Care Support Assistant

The Health Care Support Assistant (HCSA) is a key member of the multi-disciplinary team responsible for the provision of a quality service to support people in the community to remain in their own home for as long as possible.

The HCSA provides the assistance, support and direct personal care required to maximise the independence and wellbeing of service users. They work under delegation, direction and supervision, of health care professionals: -

- To look after the physical, emotional, cultural and psychosocial needs of service users using a person centred approach
- To observe and promote service user's choice, independence, dignity, privacy, fulfilment and other rights

- To create and maintain good professional relationships with service user's, their carer, family and friends and other team members
- To adhere to all Health Service Executive policies, procedures and guidelines.
- To promote a positive, personal and professional profile, ensuring the good reputation of the HSE at all times.

2. Who should apply?

We welcome applications from all suitably qualified individuals who meet the eligibility criteria for this role.

For more details

- On the qualifications and eligibility criteria please see Appendix 1 and FAQs
- For information on "Non-European Economic Area Applicants" please see Appendix 2. The HSE welcomes applications from suitably qualified non EEA Nationals who have refugee status. We will seek documentary evidence confirming refugee status at a later date.

3. How do I apply for this role?

- You must submit a fully completed Application Form particular to this post via the on-line portal. You will need to complete all areas of the form, otherwise your application will not be brought forward to the next stage of the selection process.
- In the instance that you are not in a position to complete your application in full at a particular point in time, you have the option to use the Save for Later button. If you use this option, you will be emailed a link to your application. We would advise that you do not share this email/ detail as it contains your personal data.
- You can then go back into your application via the link received and complete and submit the application. Once your application is completed and submitted you will no longer have the ability to change your application. Applicants who submit an application get a copy of their completed and submitted application by email.
- We recommend you use a personal email address to which you have regular access.
- As we require the same information from all candidates in order to make fair decisions on their applications we will not be able to process applications by CV or any other method.
- We check eligibility of the candidate at a later date in the process. Please do not apply if you do not meet the eligibility criteria as your application will be deemed ineligible and withdrawn from the recruitment campaign. It is important that you ensure you have fully demonstrated your eligibility for the role in your application form. If you omit information in this section pertinent to the eligibility criteria you will be deemed ineligible and subsequently not called forward to interview.
- The National Recruitment Service can only accept completed applications received by the closing date and time of **28th October 2021 at 12 noon**. If you submit more than one application the most recent application form on record is the version that will be considered.
- Please note that the National Recruitment Services and Recruitment Services providers outside of the HSE, who are supporting this initiative on our behalf, will in the main contact you by email. As you can appreciate, it is your responsibility to ensure you have frequent access to your emails. You may receive email communications that have a time deadline requirement. As a result, we recommend you use a personal email address to which you have regular access. We will send you an email to alert you if we have sent you a communication by post.
- Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.

4. How will the selection process be run?

The recruitment campaign is structured and pre-planned. In this section we outline exactly how we run the recruitment campaign:

- This campaign is being run by the National Recruitment Service in the HSE. We will be supported by the recruitment agency CPL Healthcare in running this campaign. Appointments will be to HSE services and will be HSE contracts of employment
- It is our intention to form a recruitment panel as a result of this recruitment campaign and from this panel we will fill relevant current and future vacancies in the counties listed. A position on a panel is not a job offer and does not necessarily mean that you will be offered a post.
- Panels will be formed by county. You are required to choose a single county in your application form. It is important to think about which county you would most like to work in, as you can't change

your county choice after the closing date and time for the submission of applications. If an applicant submits multiple applications, the most recent application form on record is the version that will be considered.

- To apply for this campaign you must complete the application form in full.
- Recruitment campaign staff will assess your application form against the eligibility criteria to see how your individual experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements.
- There may be a number of stages of selection. A short-listing or a ranking exercise may take place. The criteria for ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Those successful at the short listing or ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation. An online assessment may also take place to rank candidates.
- Any applicant who does not meet the eligibility criteria/ is not shortlisted will be informed of that decision and the reason why.
- Candidates who have been deemed eligible (and, if relevant, short listed) may be invited to complete an On-Line Assessment. In the unlikely event of this occurring, you will be provided with further details about this online assessment after your application has been deemed eligible. A practice assessment will be available to give you the opportunity to familiarise yourself with question types, formats etc.
- You are asked to supply documentation with your online application form. This documentation (e.g. a copy of your qualification etc) is documentation that is needed to secure a job in the health service. Where we ask for it at application stage, it is to enable us to start working on this documentation with the aim of offering jobs, issuing contracts of employment and setting up your personnel / pension file as soon as possible.
- If you are to be offered a job we will ask for further personal documentation at that stage so we can set up your contract of employment and your pension.
- Candidates invited to interview will be given more details regarding the interview and how to prepare for it at a later date. As a result of COVID 19, it is likely that interviews will be conducted virtually for example by: Video Link / Skype Conference Call/ MS Teams. You will be provided with more detail and support on this if you are invited to interview.
- Candidates who are successful at interview will be placed on a panel in order of merit with the highest scoring candidate being placed first, the next highest being placed 2nd etc.
- Posts are offered to the candidate with the highest order of merit. More details on how panels operate are available in Appendix 5.
- The time lines and details on 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.
- We would like to highlight to you that interviews form a part of the selection process. The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post.

5. Formation of Panels

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 assessment areas are decided before the interview.

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

6. Security Clearance

You may be required to complete Garda Vetting and produce police clearance if your role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated

by the National Recruitment Service for the confirmed successful candidate recommended for any post engaged in relevant work. You will be informed if this is required for your appointment at a later date.

Please see **Appendix 3** for more information on international clearances.

8. **Appeal Procedures**

Appointments in the HSE 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 Maria McDaid (maria.mcdaid@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 for further information on the code of practice and informal and formal review procedures.

9. **HSE Privacy Policy**

The HSE is committed to protecting your privacy and takes the security of your information very seriously. We aim to be clear and transparent about the information we collect about you and how we use that information. More information on the HSE Privacy Policy, is available at <https://www.hse.ie/eng/privacy-statement/>

How will the data be used?

By completing an application form you consent to your data being used for healthcare recruitment.

The data gathered will be held and distributed for the purposes of recruiting Health Care Support Assistants. We will also be receiving services from providers outside of the HSE, for example, recruitment services.

In order to assist in this process, we may need to share your personal information with those providers. We are careful only to share the information that is necessary for this purpose. Anyone who receives this information is also bound by confidentiality and the data protection laws. In certain situations, we may have to disclose your personal information to other agencies, in accordance with legal requirements, i.e. Dept. of Social welfare, Department of Health, the Courts etc., or in an emergency situation to prevent injury to other persons.

How will your data be stored?

The data gathered will be held on password protected computers/ cloud storage.

Information on the General Data Protection Regulation is available at <https://www.hse.ie/eng/gdpr>

Frequently Asked Questions

The Online Application Form

What do I need to think about before I complete this application form?

1. Which county you would like to work in, you may pick one only.
2. If you have the qualification necessary to apply for this job? The qualifications are: any two of the modules Care Support or Safety & Health at Work or Care Skills successfully completed as part of a QQI Level 5 Certificate **OR** A QQI Level 5 Certificate in Healthcare Support **OR** An equivalent qualification from another jurisdiction.

What do I need to complete my application form?

You will need to have:

1. Your Eircode (post code) – if you don't know it already you can find it at <https://www.eircode.ie/> - all you have to do is type in your address.
2. A note of the contact details of the people you wish to use as Referees
3. A digital copy (Scan / Photograph / PDF) of your qualification
4. Non EEA applicants are also asked to submit a digital copy (Scan / Photograph / PDF) of their permission to work in the State. Please see Additional Campaign Information for more information.

What else will I be asked for?

You will also be asked to provide your contact details, make a choice about which county you would like to work in, provide an overview of your education and work history and provide contact details for your referees.

Is this the same as a Home Help?

The job title Health Care Support Assistant was formerly known as Home Help.

I have not heard anything from you - did you get my application?

If you have submitted your application correctly you will receive an email to thank you for your application and a copy of your application. If you do not receive this email, it means your application was not received and is not included in this recruitment campaign and you should apply again before the closing date and time.

If you encounter technical problems please contact the [Helpdesk](#). The Helpdesk generally operates Monday to Friday 9 – 5 pm.

I want to update or make changes to my application, how do I that?

Once you have submitted your application, and received a confirmation of receipt, you can't make changes to your application form yourself. Please note that you cannot change the county in which you want to work in after the closing date and time for applications.

- To make an update or correction please contact hcsa@hbsrecruitmentservices.ie
- To completely change your application you will be required to start a brand new application form

The most recent application form on record is the one that is retained, older applications are not considered.

I cannot find my Certificate at QQI Level 5?

Quality and Qualifications Ireland (QQI) can provide you with your Record of Award. A Record of Award is a full statement of all your FET Certificates and components and their Grades. QQI explain how you can do this on their website at: <https://qhelp.qqi.ie/>

Normally it takes a number of days to get a Record of Award from the time you submit an application to QQI. Therefore, if you can't find your qualification, it is recommended that you submit an application for a Record of Award to QQI immediately if you wish to apply for this recruitment campaign.

How can I get a copy of my transcript with a list of components (modules) completed?

Quality and Qualifications Ireland (QQI) can provide you with a Record of Award. A Record of Award is a full statement of all your FET Certificates and components and their Grades. QQI explain how you can do this on their website at:

<https://qhelp.qqi.ie/learners/lost-certificates-further-education-levels-1--6-information/>

Normally it takes a number of days to get a Record of Award showing components and their Grades from the time you submit an application to QQI. Therefore, if you can't find your qualification, it is recommended that you submit an application for a Record of Award to QQI immediately if you wish to apply for this recruitment campaign.

I have a Certificate at QQI Level 5, should I apply?

That depends. If you have a Certificate in Healthcare Support at QQI Level 5 (formerly FETAC), then yes, you should apply.

If you have another Certificate at QQI Level 5 (formerly FETAC), then you need to check that:

- A.** The Certificate that you completed is in the domain of health and welfare. You can easily check this at: <https://qsearch.qqi.ie/WebPart/Search?searchtype=awards>

*Example 1 A Course **in** the Domain of Health & Welfare:*

Qualification Details

Title	Nursing Studies
Code	5M4349
NFQ Level	5
EQF Level	4
Award Class	Major
Field of Learning	09. Health and welfare
midwifery	Credit Value 120

> 1. Health > 3. Nursing and

*Example 2 A Course **not in** the Domain of Health & Welfare:*

Qualification Details

Title	Applied Social Studies
Code	5M2181
NFQ Level	5
EQF Level	4
Award Class	Major
Field of Learning	03. Social sciences, journalism and information
Social and behavioural sciences	Credit Value 120

> 1.

- B.** That you have completed any two of the modules Care Support or Safety & Health at Work or Care Skills as part of a QQI Level 5 Certificate and that you have a transcript or a Record of Award that shows that you completed these modules.

What is an equivalent qualification from another jurisdiction?

It is a qualification of at least equivalent standard to specific QQI full awards at level 5 (formerly FETAC) on the National Framework of Qualifications (NFQ) or a recognised foreign qualification.

The specific QQI Awards are:

Certificate in Healthcare Support at QQI Level 5

Or

A QQI Level 5 Certificate in the domain of health and welfare with completion of the modules: Care Support and Safety & Health at Work and Care Skills.

A useful reference point for establishing equivalence are:

The NFQ is available on the Quality and Qualifications Ireland (QQI) website <http://www.nfq-gqi.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 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. 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.

Why do you look for documents to be uploaded during the application process?

We ask for documentation to be uploaded to accompany your online application form. This documentation allows us to establish if you have the necessary qualifications for the role.

How you will be contacted

How will you contact me?

We will contact you mainly via mobile phone (text/ phone call and email).

Jobs

Where are the jobs?

By applying for this recruitment campaign you are putting yourself forward to be considered for Health Care Support Assistant jobs that occur in the county that you have picked throughout the life time of the panel. If you complete the application process and have the necessary qualifications (meet the eligibility criteria) you will be invited for interview. All applicants successful at interview with the necessary qualifications will be placed on a panel. As jobs occur you may be contacted, it is at this stage you will be given specific information about that particular job – information such as: how many hours per week, where the job is located, what happens if you are interested, what happens if you are not interested, what do you need to do next etc.

Will I be offered a job?

By applying for this recruitment campaign you are ensuring that you are included for job opportunities that arise. It is very likely that there will be jobs in the county that you picked, however being on a panel is not a job offer or a guarantee that you will be offered a job. If you are offered a job you will be required to go through a clearance process, this means you will be required to provide documents in order to get a contract of employment. The documentation is needed to secure a job in the health service. Don't worry, we will give you clear instructions on what to provide, when and how to provide the documentation.

Hours of Work

What are the hours of work?

Generally speaking most Health Care Support Assistants do not work full time (i.e. not 39 hours per week). Many Health Care Assistants work a number of hours per week, ranging from 7 hours per week to 28 hours per week, with some working full time hours up to 39 hours per week, this depends on the needs of the service users. Some jobs may require a 7/7 rota (i.e. Monday-Sunday) and staff may be

rostered to work on weekends. As jobs occur you may be contacted, it is at this stage you will be given more information about that particular job – information such as: how many hours per week, where the job is located, what happens if you are interested, what happens if you are not interested etc. Contracts of employment with the minimum number hours per week are agreed with each Health Care Support Assistant.

Holidays & Annual Leave

What is the annual leave?

Annual leave is calculated on a pro-rata basis i.e. 8.8% of actual hours worked.

Salary

How much will I be paid?

The salary scale at 01/10/20 for Health Care Support Assistant is:

€ 29,062 - € 30,421 - € 31,854 - € 32,234 - € 33,169 - € 33,976 - € 35,141 - € 36,348 - € 37,600

€29,062 – €37,600 per annum full-time. Salary is calculated pro-rata to hours worked for part-time.

Which point of the pay scale will I go on?

Generally it will be the first point of the scale. You will be provided with clarification on this when are you offered a job. Incremental credit may be awarded in line with your relevant service. This means that you might be placed on a higher point of the scale if you already have experience of working as a Health Care Support Assistant.

Training for the Role

Will there be training or induction for this role?

Yes, you will be provided with further information on this if you accept a job. Typically this can consist of induction, some on-line training and shadowing an experienced staff member for a period of time. The HSE supports continuous professional development and provides on-going training.

Will I receive Personal Protective Equipment (PPE)?

Yes, you will receive the necessary PPE to carry out this role. At this time PPE is mandatory and masks must be worn in client's homes.

Working in Different Locations

Will I have to move around to different clients?

Yes. A key element of this role is flexibility to work with different clients in their own homes.

Do I need to have my own car to be a Health Care Support Assistant?

You need to have access to suitable personal transport to carry out the job. Having access to your own transport is important as Health Care Support Assistants provide a service to clients in their own homes which are at different locations. The client(s) might live in a town or in the country side, or a mixture of both.

Will I get paid for travel?

You will be assigned a base. If there is an approved requirement to travel as part of the role, travel and subsistence will be paid at Department of Health rates, in line with HSE standard arrangements.

Agency Workers

I am an agency worker, can I apply for the role of Health Care Support Assistant?

Yes, this is an open recruitment campaign. Applicants who meet the eligibility criteria are invited to apply.

Employment Contract Type

What types of employment contracts will be available?

The contracts of employment that will be available will be permanent, specified purpose (temporary), whole time and part time. In other words, there will be a mix. You will be notified of the contract type, length and hours if we offer you a job.

Will I get a permanent contract of employment from this?

The type of contract available will be notified with the job. Some of the jobs will be permanent some specified purpose contract (temporary). So, it will depend on the individual jobs.

Will I have a HSE contract of employment?

Yes, the candidates appointed from this recruitment initiative will be HSE employees and receive HSE contracts of employment.

We are being joined in this recruitment initiative by CPL Healthcare who are supporting the HSE in the recruitment of Health Care Support Assistants into HSE contracts of employment.

The Selection Process

Will I have to attend interview?

Yes, to make sure we match the right people with the right roles. It is likely that interviews will be held virtually. Don't worry you will receive clear instructions on how to attend the interview. We will make contact with you and give you all the interview details, and let you know what you need to prepare.

Will I have to provide references?

Yes, but at application stage you only need to provide contact details for your referees. We don't seek references unless you are being appointed to (accepting) a job, therefore it happens at a much later stage. However, at some point in the future if we contact you about references, we would be grateful if you could please respond to any reference requests as soon as requested.

Will I have to do an occupational health/ health assessment?

Yes. It is important that we continue to safeguard not only our clients, but also anyone working with and for the HSE, so a health assessment takes place. This can be paper based, by phone or in person – the most appropriate process will be determined by Occupational Health. This will not occur until after the interviews have concluded. It is not something you have to do now. However, at some point in the future if we contact you about Occupational Health, we would be grateful if you could please respond to any Occupational Health requests as soon as requested.

Will I have to do Garda/ Police clearance?

Yes. In line the National Vetting Bureau Children & Vulnerable Persons Act (2012) all persons working in patient facing roles will need to be Garda Vetted. This will not occur until after the interviews have concluded. It is not something you have to do now. However, at some point in the future if we contact you about Garda Vetting, we would be grateful if you could please respond to any Garda Vetting requests you receive as soon as requested.

Garda Vetting covers addresses in the Republic of Ireland and Northern Ireland. If you lived abroad for a period of 6 months from the date of your 16th birthday it may be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. If this applies to you, it may be something you would like to start working on after you submit your application. More information is available in this candidate pack in the document called Additional Campaign Information.

I have a criminal conviction, should I still apply?

We cannot make that decision for you as this is specific to each individual. The nature of your conviction would determine whether or not you could proceed to a role that supports this initiative.

Childcare/ Care Arrangements

What childcare arrangements will there be?

At present there are no centralised childcare arrangements supplied for those who work during COVID-19. If there is a change to this we will update this information.

Social Welfare Payments

If I take up a job will I still get my Social Welfare payments?

Social Welfare rules will apply and will depend on your individual circumstances. As this will be decided by your particular circumstances and the type of employment offered to you, further clarification can be given to you when you are being offered a job.

About Covid-19

I have an underlying medical condition, can I still work?

If you have an underlying medical condition you should disclose this to us if/ when we contact you. We will be guided by Occupational Health in assigning workers.

Am I more likely to get COVID-19 if I take this job?

COVID-19 is an infectious virus. Health care workers will be advised by the health service on how to reduce transmission and protect yourself.

What if I don't know that I have COVID-19 and I start working?

If you believe you have been exposed to someone with COVID-19 or experience the symptoms, you should follow the existing public health advice including notifying your line manager immediately.

Where can I find out more about COVID-19 or coronavirus?

Keep yourself updated with the most up to date health care advice by visiting [hse.ie/coronavirus](https://www.hse.ie/coronavirus).

Candidates must, on the latest date for receiving completed application forms for the office possess:

1. Qualification

- (i) Have successfully completed any two of the modules Care Support or Safety & Health at Work or Care Skills as part of a QQI Level 5 Certificate and be willing to complete a Certificate in Healthcare Support at QQI Level 5 (within a timeframe agreed with your Manager)

OR

- (ii) A QQI Level 5 Certificate in Healthcare Support

OR

- (iii) An equivalent qualification from another jurisdiction

AND

The requisite knowledge and ability to enable him/her to discharge the duties of the post satisfactorily.

2. Age

Age restriction shall only apply to a candidate where s/he 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

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

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

POST SPECIFIC REQUIREMENTS

This role may involve travel, access to suitable personal transport to allow the proper discharge of the duties of the post is a requirement for the role.

Where a post requires specific experience or skills this will be notified to panel members at "expression of interest" stage.

(i) **EEA Nationals**

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Croatia, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Republic of 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 (when we request it from you):

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 which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1G, Stamp 4, Stamp 4EUfam, Stamp 5, Stamp 6.

or

** A scanned copy of your current Certificate of Registration which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1.*

OR

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 which is also known as an Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 3 and scanned copies of the following (mandatory)

and

Marriage/Civil Partnership Certificate

And

Spouse's passport showing their identification and current immigration stamp **and** a copy of their Critical Skills Employment Permit (CSEP).

or

** Spouse's passport showing their identification and current immigration stamp **and** their current Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 1, 1G, 4, 5 or 6*.*

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 Irish Residence Permit (IRP) (formerly called a GNIB card) showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD student***

** You cannot start a job or enter employment unless your employer has obtained an employment permit for you*

For more details on EEA countries please see visit the Department of Business, Enterprise and Innovation website <https://dbei.gov.ie/en/>

Please note:

The HSE welcomes 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, when we request that information from you.

When a panel member accepts a post they may need to apply for a vetting disclosure from the National Vetting Bureau if their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). This process will be initiated by us for the confirmed successful candidate recommended for any post engaged in relevant work. You will be informed by us if you need Garda Vetting and Police Clearance.

If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland it may be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. All appointments will require satisfactory security clearances, as relevant to that role. 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.

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 excluding Northern Ireland, 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 we would strongly advise that you commence seeking international security clearances now.

Note: Candidates who studied outside of the Republic of Ireland or Northern Ireland e.g. in the UK (excluding Northern Ireland), 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

https://www.acro.police.uk/police_certificates.aspx

<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 This website will provide you with information on obtaining a national police clearance certificate for Australia

New Zealand

www.police.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 accept a job offer will have specified timeline within which to produce the required documentation; otherwise the job offer will be withdrawn. These timelines are communicated to you at proceed to pre-employment clearances stage – typically this is 5 working days.

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.

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)

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 person's 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.

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.

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.

Recommendation for Post: A recommendation to proceed simply means that you are the candidate who expressed an interest in a post and are highest in order of merit and will be invited to proceed to the next stage of the recruitment process (pre-employment clearances) i.e. reference checking, occupational health and garda vetting etc

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, the candidate who scores the second highest mark is placed second on the panel and so on until all candidates successful at interview are placed on the panel.

Jobs & the Panel - when vacancies occur they are issued (expressed) to the panel. The panel member with the highest order of merit who expresses interest in that job is then recommended to proceed to the next stage of the recruitment process clearances and contracting. It is at this stage that the Recruitment Unit gather references, garda vetting, conduct occupational health assessments etc.

If the candidate highest in order of merit subsequently changes their mind and refuses the job, the next candidate highest in order of merit who expressed interest in the job is recommended to proceed.

Once a panel is formed, it remains in existence for 1 year but may be extended. The HSE reserves the right to extend the life of the panel to fill vacancies that may arise.

The HSE reserves the right to contact all available successful candidates in the event that panels are exhausted. The HSE may modify the management of the panel in line with service need during the life time of the panel and will notify all remaining panel members of any important changes.

The time lines for responding to a communication regarding a job will be communicated to you for each individual post which arises and is relevant to your order of merit on the panel. This communication will also provide you with the contact details of who you should send your response to.

Interviews form a part of the selection process. The HSE reserves 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.

The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness and relevance of references. Please note the HSE may retract a post if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. The HSE reserves 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.

The Online Application Form

What do I need to think about before I complete this application form?

1. Which county you would like to work in, you may pick one only.
2. If you have the qualification or are completing the qualification necessary to apply for this job? The qualifications are: To have successfully completed any two of the modules; Care Support or Safety & Health at Work or Care Skills as part of a QQI Level 5 Certificate OR have a Certificate in Healthcare Support at QQI Level 5 (formerly FECTAC Level 5) OR an equivalent qualification from another country.

What do I need to complete my application form?

You will need to have:

1. Your Eircode (post code) – if you don't know it already you can find it at <https://www.eircode.ie/> - all you have to do is type in your address.
2. A note of the contact details of the people you wish to use as Referees
3. A digital copy (Scan / Photograph / PDF) of your modules or qualification
4. Non EEA applicants are also asked to submit a digital copy (Scan / Photograph / PDF) of their permission to work in the State. Please see Additional Campaign Information for more information.

What else will I be asked for?

You will also be asked to provide your contact details, make a choice about which county you would like to work in, provide an overview of your education and work history and provide contact details for your referees.

Is this the same as a Home Help?

Yes, the job title Health Care Support Assistant was formerly known as Home Help.

I have not heard anything from you - did you get my application?

If you have submitted your application correctly you will receive an email to thank you for your application and a copy of your application. If you do not receive this email, it means your application was not received and is not included in this recruitment campaign and you should apply again before the closing date and time.

If you encounter technical problems, please contact the [Helpdesk](#). The Helpdesk generally operates Monday to Friday 9 – 5 pm.

I want to update or make changes to my application, how do I do that?

Once you have submitted your application, and received a confirmation of receipt, you can't make changes to your application form yourself. Please note that you cannot change the county in which you want to work in after the closing date and time for applications.

- To make an update or correction please contact CPL here: hcsa@hbsrecruitmentservices.ie
- To completely change your application, you will be required to start a brand new application form

The most recent application form on record is the one that is retained, older applications are not considered.

I cannot find my Certificate at QQI Level 5?

Quality and Qualifications Ireland (QQI) can provide you with your Record of Award. A Record of Awards is a full statement of all your FET Certificates and components and their Grades. QQI explain how you can do this on their website at:

<https://qhelp.qqi.ie/learners/lost-certificates-further-education-levels-1---6-information/>

Normally it takes a number of days to get a Record of Award from the time you submit an application to QQI. Therefore, if you can't find your qualification, it is recommended that you submit an application for a Record of Award to QQI immediately if you wish to apply for this recruitment campaign.

How can I get a copy of my transcript with a list of components (modules) completed?

Quality and Qualifications Ireland (QQI) can provide you with a Record of Award. A Record of Awards is a full statement of all your FET Certificates and components and their Grades. QQI explain how you can do this on their website at:

<https://qhelp.qqi.ie/learners/lost-certificates-further-education-levels-1---6-information/>

Normally it takes a number of days to get a Record of Award showing components and their Grades from the time you submit an application to QQI. Therefore, if you can't find your qualification, it is recommended that you submit an application for a Record of Award to QQI immediately if you wish to apply for this recruitment campaign.

I have a Certificate at QQI Level 5, should I apply?

That depends. If you have a Certificate in Healthcare Support at QQI Level 5 (formerly FETAC), then yes you should apply.

If you have another Certificate at QQI Level 5 (formerly FETAC), then you need to check that you completed any two of the specific modules Care Support or Safety & Health at Work or Care Skills and that you have a transcript or a Record of Award that shows that you completed these modules.

I am in the middle of doing a QQI Level 5, should I apply?

Yes, if you have successfully completed any two of the specific modules Care Support or Safety & Health at Work or Care Skills and that you have a transcript or a Record of Award that shows that you completed these modules.

What is an equivalent qualification from another jurisdiction?

It is a qualification of at least equivalent standard to specific QQI full awards at level 5 (formerly FETAC) on the National Framework of Qualifications (NFQ) or a recognised foreign qualification.

A useful reference point for establishing equivalence are:

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 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. 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.

Why do you look for documents to be uploaded during the application process?

We ask for documentation to be uploaded to accompany your online application form. This documentation allows us to establish if you have the necessary qualifications for the role.

How you will be contacted

How will you contact me?

We will contact you mainly via mobile phone (text/ phone call and email).

Jobs

Where are the jobs?

By applying for this recruitment campaign you are putting yourself forward to be considered for Health Care Support Assistant jobs that occur in the county that you have picked throughout the life time of the panel. If you complete the application process and have the necessary qualifications (meet the eligibility criteria) you will be invited for interview. All applicants successful at interview with the necessary qualifications will be placed on a

panel. As jobs occur you may be contacted, it is at this stage you will be given specific information about that particular job – information such as: how many hours per week, where the job is located, what happens if you are interested, what happens if you are not interested, what do you need to do next etc.

Will I be offered a job?

By applying for this recruitment campaign you are ensuring that you are included for job opportunities that arise. It is very likely that there will be jobs in the county that you picked, however being on a panel is not a job offer or a guarantee that you will be offered a job. If you are offered a job you will be required to go through a clearance process, this means you will be required to provide documents in order to get a contract of employment. The documentation is needed to secure a job in the health service. Don't worry, we will give you clear instructions on what to provide, when and how to provide the documentation.

Hours of Work

What are the hours of work?

Generally speaking most Health Care Support Assistants do not work full time (i.e. not 39 hours per week). Many Health Care Assistants work a number of hours per week, ranging from 7 hours per week to 28 hours per week, with some working full-time hours up to 39 hours per week, this depends on the needs of the service users. Some jobs may require a 7/7 rota (i.e. Monday-Sunday) and staff may be rostered to work on weekends. As jobs occur you may be contacted, it is at this stage you will be given more information about that particular job – information such as: how many hours per week, where the job is located, what happens if you are interested, what happens if you are not interested etc. Contracts of employment with the minimum number hours per week are agreed with each Health Care Support Assistant.

Holidays & Annual Leave

What is the annual leave?

Annual leave is calculated on a pro-rata basis i.e. 8.8% of actual hours worked.

Salary

How much will I be paid?

The salary scale at 01/10/20 for Health Care Support Assistant is:

€ 29,062 - € 30,421 - € 31,854 - € 32,234 - € 33,169 - € 33,976 - € 35,141 - € 36,348 - € 37,600

€29,062 – €37,600 per annum full-time. Salary is calculated pro-rata to hours worked for part-time.

Which point of the pay scale will I go on?

Generally it will be the first point of the scale. You will be provided with clarification on this when are you offered a job. Incremental credit may be awarded in line with your relevant service. This means that you might be placed on a higher point of the scale if you already have experience of working as a Health Care Support Assistant.

Training for the Role

Will there be training or induction for this role?

Yes, you will be provided with further information on this if you accept a job. Typically this can consist of induction, some on-line training and shadowing an experienced staff member for a period of time. The HSE supports continuous professional development and provides on-going training.

Will I receive Personal Protective Equipment (PPE)?

Yes, you will receive the necessary PPE to carry out this role. At this time PPE is mandatory and masks must be worn in client's homes.

Working in Different Locations

Will I have to move around to different clients?

Yes. A key element of this role is flexibility to work with different clients in their own homes.

Do I need to have my own car to be a Health Care Support Assistant?

You need to have access to suitable personal transport to carry out the job. Having access to your own transport is important as Health Care Support Assistants provide a service to clients in their own homes which are at different locations. The client(s) might live in a town or in the countryside, or a mixture of both.

Will I get paid for travel?

You will be assigned a base. If there is an approved requirement to travel as part of the role, travel and subsistence will be paid at Department of Health rates, in line with HSE standard arrangements.

Agency Workers

I am an agency worker, can I apply for the role of Health Care Support Assistant?

Yes, this is an open recruitment campaign. Applicants who meet the eligibility criteria are invited to apply.

Employment Contract Type

What types of employment contracts will be available?

The contracts of employment that will be available will be permanent, specified purpose (temporary), whole time and part time. In other words, there will be a mix. You will be notified of the contract type, length and hours if we offer you a job.

Will I get a permanent contract of employment from this?

The type of contract available will be notified with the job. Some of the jobs will be permanent some specified purpose contract (temporary). So, it will depend on the individual jobs.

Will I have a HSE contract of employment?

Yes, the candidates appointed from this recruitment initiative will be HSE employees and receive HSE contracts of employment.

We are being joined in this recruitment initiative by CPL Healthcare who are supporting the HSE in the recruitment of Health Care Support Assistants into HSE contracts of employment.

The Selection Process

Will I have to attend interview?

Yes, to make sure we match the right people with the right roles. It is likely that interviews will be held virtually. Don't worry you will receive clear instructions on how to attend the interview. We will make contact with you and give you all the interview details, and let you know what you need to prepare.

Will I have to provide references?

Yes, but at application stage you only need to provide contact details for your referees. We don't seek references unless you are being appointed to (accepting) a job, therefore it happens at a much later stage. However, at some point in the future if we contact you about references, we would be grateful if you could please respond to any reference requests as soon as requested.

Will I have to do an occupational health/ health assessment?

Yes. It is important that we continue to safeguard not only our clients, but also anyone working with and for the HSE, so a health assessment may take place. This can be paper based, by phone or in person – the most

appropriate process will be determined by Occupational Health. This will not occur until after the interviews have concluded. It is not something you have to do now. However, at some point in the future if we contact you about Occupational Health, we would be grateful if you could please respond to any Occupational Health requests as soon as requested.

Will I have to do Garda/ Police clearance?

Yes. In line the National Vetting Bureau Children & Vulnerable Persons Act (2012) all persons working in patient facing roles will need to be Garda Vetted. This will not occur until after the interviews have concluded. It is not something you have to do now. However, at some point in the future if we contact you about Garda Vetting, we would be grateful if you could please respond to any Garda Vetting requests you receive as soon as requested.

Garda Vetting covers addresses in the Republic of Ireland and Northern Ireland. If you lived abroad for a period of 6 months from the date of your 16th birthday it may be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. If this applies to you, it may be something you would like to start working on after you submit your application. More information is available in this candidate pack in the document called Additional Campaign Information.

I have a criminal conviction, should I still apply?

We cannot make that decision for you as this is specific to each individual. The nature of your conviction would determine whether or not you could proceed to a role that supports this initiative.

Childcare/ Care Arrangements

What childcare arrangements will there be?

At present there are no centralised childcare arrangements supplied for those who work during COVID-19. If there is a change to this we will update this information.

Social Welfare Payments

If I take up a job will I still get my Social Welfare payments?

Social Welfare rules will apply and will depend on your individual circumstances. As this will be decided by your particular circumstances and the type of employment offered to you, further clarification can be given to you when you are being offered a job.

About Covid-19

I have an underlying medical condition, can I still work?

If you have an underlying medical condition you should disclose this to us if/ when we contact you. We will be guided by Occupational Health in assigning workers.

Am I more likely to get COVID-19 if I take this job?

COVID-19 is an infectious virus. Health care workers will be advised by the health service on how to reduce transmission and protect yourself.

What if I don't know that I have COVID-19 and I start working?

If you believe you have been exposed to someone with COVID-19 or experience the symptoms, you should follow the existing public health advice including notifying your line manager immediately.

Where can I find out more about COVID-19 or coronavirus?

Keep yourself updated with the most up to date health care advice by visiting hse.ie/coronavirus.