

## Health Care Support Assistant (formerly Home Help) – Recruitment FAQs

### 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: a Certificate in Healthcare Support at QQI Level 5 (formerly FECTAC 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 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 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 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 [hcsa@hbsrecruitmentservices.ie](mailto: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:

- 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 > 1. Health > 3. Nursing and midwifery
Credit Value	120

*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 > 1. Social and behavioural sciences
Credit Value	120

- B. That you completed the specific modules Care Support and Safety & Health at Work and 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.

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-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](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.

### **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 contacts 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](https://www.hse.ie/coronavirus).