**Grade IV,** **Assistant Staff Officer**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Grade IV, Assistant Staff Officer, Grád VI Oifigeach Cúnta Foirne**  *(Grade Code 0558)* |
| **Remuneration** | The Salary scale **(as at 01/03/2025)** for the post is  €35,256 - €37,367 - €38,215 - €40,356 - €42,317 - €44,033 - €45,694 - €47,935 - €49,563 - €51,206 - **€52,768 - €54,370 LSIs**  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. |
| **Campaign Reference** | SLIGO 0552 through Rezoomo https://www.rezoomo.com/job/80076/ |
| **Closing Date** | 12 noon on 10th June 2025 |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Sligo University Hospital / Our Lady’s Hospital Manorhamilton, Ospidéal Ollscoile Shligigh/Ospidéal Mhuire Cluainín**  There is currently temporary, full time/part-time vacancies available in Sligo University Hospital / Our Lady’s Hospital  A panel may be formed as a result of this campaign for Sligo University Hospital / Our Lady’s Hospital from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | We welcome enquiries about the role.  **Name:** Patricia Dolan  **Title:** Clinical Administration / Medical Records Manager  **Email:** [**patriciam.dolan@hse.ie**](mailto:patriciam.dolan@hse.ie)  **Phone:** 071 91 71111 ext 76810 |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.  The region comprises of 7 hospitals across 8 sites:   * [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital) * [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital) * [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital) * [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital) * [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM) * Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital   The region’s Academic Partner is University of Galway.  The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff  **Vision**  Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.  **Guiding Principles**  Care - Compassion - Trust – Learning  Our guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:   * Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population. * Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity. * Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with University of Galway and other academic partners. * Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Mission Statement** | Patients are at the heart of everything we do. Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.  **OUR VISION STATEMENT**  Our Vision is to build on excellent foundations already laid, further developing and integrating our Group, fulfilling our role as an exemplar, and becoming the first Trust in Ireland.  **OUR GUIDING VALUES**  **Respect** - We aim to be an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more.  **Compassion** - we will treat patients and family members with dignity, sensitivity and empathy.  **Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity.  **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research.  **Learning** - we will nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfill their potential.  **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions.  **Teamworking** – we will engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission.  **Communication** - we aim to communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.   * *These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.* |
| **Reporting Relationship** | The successful candidate will report to a nominated Supervisor/Manager. |
| **Key Working Relationships** | The post holder will engage with internal and external stakeholders on a regular basis. |
| **Purpose of the Post** | To provide comprehensive Administrative, clerical and secretarial support and to supervise clerical staff under their remit. |
| **Principal Duties and Responsibilities** | The following is an overview of the duties and responsibilities of a Grade IV post. The role of Grade IV can be extremely broad based and varies greatly. There may be other specific duties and responsibilities dependent on the area of work you are assigned to but these will be outlined at later stage. The Grade IV will be responsible for the day to day administrative functions of the Department under the direction of the assigned supervisor/manager. The role covers all aspects of clerical and administrative work to ensure the effective running of the Department.  The Grade IV is required to have sufficient knowledge of the relevant procedures and practices to perform the role efficiently and ensure the standards set are maintained.   * The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree * Maintain throughout the Group’s awareness of the primacy of the patient in relation to all hospital activities. * Performance management systems are part of role and you will be required to participate in the Group’s performance management programme   The post holder will be required to work on his/her own initiative to:  **Administration**   * Ensure the efficient day-to-day administration of area of responsibility * Managing the performance, accuracy and efficiency of the relevant area of responsibility. * Planning, organising and prioritising tasks assigned, and setting objectives for self and department * Word Processing/typing including audio typing. * Support the preparation and issuing of office documentation (correspondence reports, etc) to the highest possible standard by monitoring and reviewing team work to ensure quality and accuracy. * Use appropriate technology to ensure work is completed to the highest standard. * Communicate/liaise effectively with all relevant departments * Ensure that quality standards/policies are adhered to * Maintain confidentiality of data at all times. * Act as appropriate secretary to other groups/committees as may be required from time to time. * Ensure an even distribution of workload among team, taking into account absence due to annual leave or unplanned leave. * Provide cover as required within the services as per the department’s management requirements. * Organise and attend meetings as required. * Take minutes of meetings and prepare for circulation following meeting. * Preparation, checking and processing of data * Day to day office duties e.g. Correspondence, post, typing, faxing, photocopying, filing etc. * Logging all enquiries/telephone calls, complaints etc. Prioritising same, dealing with queries, keeping supervisor/manager informed of progress and activities. * Populate and maintenance of Activity Data/Templates * Provide monthly performance / activity reports, as required. * Work closely with all functions within the hospital to deliver planned services of your department * To conduct all assignments in a professional, confidential and discreet manner.   **Customer Service**   * Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying supervisor of any deficiencies. * Ensure that service users are treated with dignity and respect. * Act on feedback from service users/customers and report same to supervisor.   **Human Resources/Supervision of Staff**   * Supervise and ensure the well-being of staff within own remit. * Manage the performance of staff. * Co-operate and work in harmony with other teams and disciplines.   **Service Delivery and Improvement**   * Implement agreed changes to administration of the service. * Encourage and support staff through change process.   **Standards, Policies, Procedures and Legislation**   * Have awareness of the guidelines and legislation that governs your area of work and ensure compliance when issuing advice and documentation * Ensure compliance with General Data Protection Regulation (GDPR) and Record Keeping/Retention * Assist in the implementation of new legislation/guidelines and associated reports and tasks   **Communication**   * Interpreting and providing written and oral information to staff and clients, i.e. by phone, letter, etc and contribute positively to the public image of the Health Service Executive. * Liaise and co-operate with external/internal stakeholders/other members of staff in the interest of providing the best possible service to patients and clients. * Understand service users by being approachable and by listening to them * Action all communications in a timely manner   **Responsibilities**   * Have an understanding of the health service and how it works * Understand how your department impacts on the service users * Understand how neighbouring departments and functions must combine their efforts to achieve optimum services levels * Use knowledge of the organisation’s structures and traditions to help achieve results * Act in a manner that is consistent with the organisation’s values and vision * Treat all information and service users with confidentiality and discretion * Undertake other assignments as directed   **Health & Safety:**   * Comply with the policies, procedures and safe professional practice of the Irish Healthcare System by adhering to relevant legislation, regulations and standards * Document appropriately and report any near misses, hazard and accidents and bring them to the attention of relevant designated individual(s) in line with best practice * Work in a safe manner with due care and attention to the safety of self and others * Be aware of risk management issues, identify risks and take appropriate action * Comply with department procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices * Promote a culture that values diversity and respect   **KPI’s**   * The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets. * The development of Action Plans to address KPI targets. * Driving and promoting a Performance Management culture. * In conjunction with line manager assist in the development of a Performance Management system for your profession. * The management and delivery of KPIs as a routine and core business objective.   **PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:**   * Employees must attend fire lectures annually and must observe fire orders. * All accidents within the Department must be reported immediately. * Infection Control Policies must be adhered to. * In line with the Safety, Health and Welfare at Work Acts 2005 and 2010 all staff must comply with all safety regulations and audits. * In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted. * Hospital uniform code must be adhered to. * Provide information that meets the need of Senior Management. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Risk Management, Infection Control, Hygiene Services and Health & Safety**   * The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment. * The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility. * The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:   + Continuous Quality Improvement Initiatives   + Document Control Information Management Systems   + Risk Management Strategy and Policies   + Hygiene Related Policies, Procedures and Standards   + Decontamination Code of Practice   + Infection Control Policies   + Safety Statement, Health & Safety Policies and Fire Procedure   + Data Protection and confidentiality Policies * The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Group’s Risk Management Incident/Near miss reporting Policies and Procedures. * The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment. * The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services. * The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager. * The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others. * The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained. * The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.   **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***   1. **Professional Qualifications, Experience, etc** 2. **Eligible applications will be those on the closing date for the competition:** 3. Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004   **Or**   1. Have 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, including Mathematics and English or Irish¹. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.   **Or**   1. Have completed a relevant examination at a comparable standard n any equivalent examination in another jurisdiction.   **Or**   1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).     *Note****1****:*  *Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable.*  *Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme.*  *The Leaving Certification Applied Programme does not fulfil the eligibility criteria.*  **And**  (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability), for the proper discharge of the office.  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | * A flexible approach to working hours is required in order to ensure deadlines are met. |
| **Skills, competencies and/or knowledge** | ***Candidates must demonstrate:***  **Professional Knowledge and Experience**   * Demonstrate strong administrative and customer service skills, e.g. Reception, telephone skills, typing skills, experience dealing with customer/clients * Demonstrate evidence of ability to empathise with patients, relatives and colleagues with dignity and respect. * Demonstrate willingness to follow instructions and procedures * Demonstrate ability to embrace change and adapt local work practices accordingly. * Draws on a variety of communication methods to fit situation/circumstances * Demonstrate evidence of computer skills including use of Microsoft Word, Excel, * Knowledge and experience of using an email system effectively eg. Outlook, Lotus Notes   **Planning and Managing resources**   * Demonstrate the ability to plan and deliver the duties of the role in an effective and resourceful manner * Demonstrate ability to work on own initiative and prioritise tasks * Demonstrate ability to multi-task without losing focus and manage competing and changing priorities and deadlines * Excellent organisational and time management skills to meet objectives within agreed timeframes * Flexibility and adaptability in a changing complex work environment   **Commitment to Quality Service**   * Demonstrate ability to maintain confidentiality in relation to client/ patient information etc. * Display awareness and appreciation of the service users needs and expectations * Commitment to maintaining work standards and delivering a quality service to service users (customer service skills) * Demonstrate meticulous attention to detail * Commitment to developing own knowledge and expertise. * Commitment to promoting and maintaining high work standards * Commitment to providing a professional service to internal and external stakeholders   **Teamwork**   * Demonstrate a willingness to share knowledge/and or new ideas with staff and colleagues. * Demonstrate the ability to work with multi-disciplinary team members * Demonstrate ability to work on own initiative while remaining an effective member of the team * Demonstrate flexibility to cross cover, e.g. positive attitude to work and availability to work unsocial and flexible hours including evenings and weekends as required. * Ability to adapt and change to improve service delivery   **Evaluating Information, Problem Solving & Decision Making**   * Demonstrate strong numeracy skills, including the ability to analyse data * Excellent analytical skills to enable analysis and interpretation of data * Ability to develop practical, innovative and creative solutions to the management of issues/ problems that arise * Recognising when to involve other parties e.g. line manager at the appropriate time and level   **Communication & Interpersonal Skills**   * Demonstrate effective communication and interpersonal skills including the ability to collaborate with colleagues, families etc * Ability to communicate with impact and be able to convince through personal and professional credibility. * Good written and presentation skills |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process.  Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition.  Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html) |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf). |
| 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 IV,** **Assistant Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is temporary, full time/part-time posts.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)