

**Grade VII Quality & Safety Coordinator**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII, Quality & Safety Coordinator (Grád VII Comhordaitheoir Cáilíochta & Sábháilteachta)(Grade Code: 0582) |
| **Remuneration** | The Salary scale for the post is: **(as at 01/03/2025)**€59,419 - €60,870 - €62,566 - €64,268 - €65,976 - €67,501 - €69,054 - €70,566 - €72,067 - **€74,650 - €77,243 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 0553 |
| **Closing Date** | 12 noon on Monday 9th June 2025**Only fully completed application forms submitted via Rezoomo by the closing date and time will be accepted. No exceptions will be made.** **\*\*\*CV's not accepted for this campaign\*\*\***[**https://www.rezoomo.com/job/80096/**](https://www.rezoomo.com/job/80096/) |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after the closing date.  |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Sligo University Hospital (Ospidéal Ollscoile Shligigh)There is currently one permanent whole-time vacancy available in Sligo University HospitalA panel may be formed as a result of this campaign for Grade VII Quality & Safety Coordinator 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. Contact**Name:** Niamh McGarvey**Job Title:** Quality and Patient Safety Manager**Tel**: 087 9768117**Email:** Niamh.mcgarvey@hse.iefor further information about the role.Contact **Name:** Aisling Watters**Job Title:** Assistant Staff Officer – HR Department**Tel**: 071 9180347**Email:** aisling.watters@hse.iefor enquiries relating to the recruitment process. |
| **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 NUI 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.**HSE Guiding Principles**Care - Compassion - Trust – LearningOur 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 NUI Galway and other academic partners.

Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Reporting Relationship** | The post holder reports to the Quality and Patient Safety Manager SUH, and is accountable to the Hospital Manager, Sligo University Hospital. |
| **Key Working Relationships** | The post holder will work closely with the Quality and Patient Safety department staff, and with all staff in SUH/OLHM, West North west hospital group healthcare staff and National and Regulatory bodies as necessary to fulfil the role. |
| **Purpose of the Post**  | The Quality & Safety Co-ordinator shall support to the Quality & Patient Safety Manager in managing the SUH Quality and Safety function. This includes the implementation of a Clinical Governance Strategy and Quality and Safety Management System. Implementation of key patient safety initiatives and establish a clear framework for process control, risk management, audit and complaints within SUH. Responsibility to ensure fulfilment of all mandatory regulations and external accreditation requirements as agreed by the Executive Management Team.  |
| **Principal Duties and Responsibilities** | **Professional*** Work collaboratively within the Quality and Safety Department and with colleagues across the hospital to ensure that the highest standards of quality and safety are adhered to in the management of patients under our care.
* Take a lead role in the compilation of PARs (Preliminary Assessment Reports) and the co-ordination and management of serious incident reviews as outlined in the Incident Management Framework and guidance 2020
* Utilise his/her expertise to provide advice, guidance and support to staff on matters related to the management of healthcare related risk including; incident/near miss reporting, serious incident investigations, completion of risk assessments and the compilation and analysis of relevant reports.
* Provide support in monitoring the hospitals ongoing performance against the National Standards for Safer Better Healthcare.
* Provide guidance and support to staff involved in Coroners inquests, civil litigation/claims management and related processes.
* Participate in the development, implementation and monitoring of Quality Improvement/ Action Plans to address recommendations from serious incident investigations, inspections, compliance audits and in any area where service delivery does not meet the recognised standards.
* Oversee and manage Risk Registers at departmental level and ensure that risks are escalated for inclusion on the Corporate Risk Register when indicated.
* Ensure that quality and safety related data is collected and analysed in an efficient manner to support the Quality & Safety Executive Committee
* Maintain a high level of proficiency with all information technology systems used within the service including the National Incident Management System (NIMS).
* Deputise in the absence of the Quality & Patient Safety Manager
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues
* Identify opportunities for improvement and implementation in conjunction with relevant Line Manager.
* Ensure that the organisation is kept informed of all applicable regulatory changes that may impact on the operation of the Quality and Safety Management System and the organisation as a whole.
* Demonstrate experience of working in a high pressure and fast paced environment that has involved dealing with senior management and other key internal and external stakeholders as relevant to the role.
* Demonstrate experience in delivering high quality work under tight time constraints

**Administration** * Implement appropriate tools to manage data quality and the data validation processes.
* Ensure the appropriate administrative processes and procedures are in place to meet the needs of the office.
* Ensure deadlines are met and that service levels are maintained
* Implement service plan and business plan objectives within own area
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area
* Maintain relationships with key stakeholders
* Promote co-operation and working in harmony with other teams and disciplines
* Demonstrate experience in managing and developing a team.
* Solve problems and make decisions in a timely manner
* Ensure decisions are in line with local and national agreements
* Provide administrative support for meetings and attend as required
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* Demonstrate expertise in the implementation and management of databases including using multiple platforms and systems e.g. NIMS, iPMS, CMS, Sharefile, share-point, and other relevant IT systems used in SUH.
* Demonstrate expertise in report writing.
* Demonstrate experience of working in an environment assisting with and supporting project delivery

**Customer Service*** Foster strong working relationships with internal/external stakeholders to provider superior customer service.
* Handle and resolve complex queries/feedback that arise and escalated to Line Manager as necessary.
* Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect
* Act as a point of escalation for team or colleagues and assist with queries and resolution of same.
* Seek feedback from service providers and implement change to incorporate same, in agreement with Line Manager
* Maintain excellent communication channels with all levels of staff in order to promote and develop the delivery of a high standard of safe, quality care throughout the organisation.

**Human Resources/ Supervision of Staff*** Provide education and training in order to support staff to understand and fulfil their roles and responsibilities relating to the HSE Enterprise Risk Management Policy and Procedures 2023
* Develop and/or maintain a high level of expertise in the related areas of quality, risk management and patient safety in order to educate colleagues and provide leadership within the organisation
* Ensure the effective supervision of the team and promote a focus on accuracy and attention to detail.
* Supervise and ensure the well-being of staff within own remit
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
* Foster an environment where team members are developed, trained and mentored to bring them to a high level of expertise and service skills, making use of HSE training resources.
* Support the Quality & Patient Safety Manager in ensuring compliance with HSE HR policy and procedures
* Responsible for bi weekly Time Returns to SAP HR/Payroll for all Dept. Team Members and ensure leave records consistently maintained.
* Responsible to ensure all HR Forms are completed/forwarded to HR
* Encourage and support staff through change process

**Education and Training*** Participate in mandatory training programmes.
* Participate in Train the Trainer sessions as deemed necessary and informed by legislation, National and Local Policy
* Roll out and present training to staff as deemed necessary, and informed by legislation, National and Local Policy (including but not limited to NIMS training, open disclosure training, Incident management and risk management training)
* Pursue continuous professional development in order to develop professional knowledge.

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures for own area
* Support the design and implement structured policies and systems for the management of service delivery in consultation with key stakeholders and ensures clear role accountability for service levels, quality and decision making discretion.
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team
* Maintain knowledge of HSE Policies and Procedures, relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, Data Protection / FOI Acts etc.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Responsible for ensuring the effective day to day operations of the office in compliance with current standards and procedures.
* Promote a safe working environment in accordance with Health & Safety legislation
* Be aware of and implement agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations and standards.

**KPIs*** 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 Act, 2005 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.

**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 Hospitals 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.
* It is the post holders’ specific 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.
* It is the responsibility of the post holder to be aware of and comply with the HSE Health Care Records Management / Integrated Discharge Planning (HCRM / IDP) Code of Practice.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  |
| **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***Eligible applicants will be those who on the closing date for the competition: 1. 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 a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education 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 in 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).

*Note1: 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.***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.
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| **Skills, competencies and/or knowledge** | ***Candidates must demonstrate:*****Professional Knowledge and Experience*** Knowledge and understanding of key HSE policies and legislation as relevant to the role e.g. HSE Enterprise risk management framework policy and guidelines 2023, Incident management framework and guidance 2020, Patient Safety Act 2023,

 Patient safety strategy 2023, National Open Disclosure Policy or any other relevant policy. * In depth knowledge of applying standards to practice, quality improvement process and clinical governance frameworks
* Application of knowledge on standardisation to practice / process
* Participation and contribution to accreditation / quality management processes
* Understanding of variation, control limits and measurement tools
* Understanding of evidence based practice and consequence of variation from practice
* Understanding of reliability in systems and have participated / led a project to increase reliability with practice / process
* Experience of formative evaluations and how it revised and modified the work being undertaken
* Knowledge and experience of implementing standards, policies, procedures and guidelines in the area of quality
* Understanding of and experience in a team in the use of improvement science, change management and project management methodologies
* Excellent MS Office skills to include, Word, Excel and PowerPoint
* Knowledge and experience of using an email system effectively eg. Outlook, Lotus Notes

**Managing and Delivering Results in a complex environment*** Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results
* Ability to work to tight deadlines and operate effectively with multiple competing priorities
* Experience and knowledge of the issues and developments and current thinking in relation to best practice in healthcare quality improvement
* Flexibility and adaptability in a changing complex work environment.
* Ability to use resources effectively, challenging processes to improve efficiencies where appropriate

**Building and Maintaining Relationships including Teamwork & Leadership Skills*** Ability to adapt and change to improve service delivery
* Ability to build and maintain positive working relationships in a multidisciplinary team to achieve organisational goals
* The ability to ensure that critical resources are allocated in an effective way, monitors activity levels and intervene to align resources and maximise efficiencies.
* The ability to lead the team by example, coaching and supporting individuals as required.
* The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment
* Flexibility, adaptability and openness to working effectively in a changing environment

**Evaluating Information, Problem Solving & Decision Making*** Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources
* Understanding and knowledge of both quantitative and qualitative data
* Ability to evaluate complex information from a variety of sources and make effective decisions
* Ability to develop practical, innovative and creative solutions to the management of organisational issues and complex problems
* Anticipate problems, recognising when to involve other parties at the appropriate time and level
* Ability to make sound decisions with a well-reasoned rationale and to stand by these
* Initiative in the resolution of complex issues

**Communication & Interpersonal Skills*** Excellent interpersonal and communication skills to facilitate work with a wide range of individuals and groups
* Ability to communicate with impact and be able to convince through personal and professional credibility rather than managerial authority
* Excellent written and presentation skills

**Commitment to Quality Service*** Evidence of practising and promoting a strong focus on delivering high quality care and better outcomes patients
* Evidence of proactively identifying areas for quality improvement and works to influence and sustain successful change
* Commitment to developing own knowledge and expertise.
* Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility
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| **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 VII Quality & Safety Coordinator**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. 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.  |
| **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)