Healthcare Assistant (Supplementary Campaign)

**Healthcare Assistant Supplementary Campaign**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Health Care Assistant (Supplementary Campaign) Feachtas Forlíontach Cúntóra Cúraim Sláinte*Grade code: 6075* |
| **Remuneration** | The Salary scale for the post is (01/08/2025):€35,788, €37,252, €38,794, €39,204, €40,211, €41,082, €42,336, €43,636, €44,984New 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 0584 |
| **Closing Date** | 12noon on 09th September 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/84230](https://www.rezoomo.com/job/XXX) |
| **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 and Our Lady’s Hospital Manorhamilton.A panel may be created from this recruitment campaign from which all current and future permanent and specified purpose vacancies of full and part-time duration may be filled throughout Sligo University Hospital and Our Lady’s Hospital Manorhamilton.There is currently one permanent and specified purpose whole-time vacancy available in Sligo University Hospital.A panel may be formed as a result of this campaign for Healthcare Assistant 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:** Theresa Gallagher **Title:** Assistant Director of Nursing, Sligo University Hospital **Email:** Therese.Gallagher@hse.ie **Tel:** 0879334915**Name:** Louise Kelly**Title:** HCA Bank Manager, Sligo University Hospital **Email**: louise.kelly1@hse.ie**Tel:** 0873852655 |
| **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.**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 |
| **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.*
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| **Reporting Relationship** | When working in the Nursing area, the post holder will report to the Clinical Nurse Manager 2 or designated officer. The post holder will be Accountable to the Assistant Director of Nursing and the Director of Nursing.The role of the HCA is to support the delivery of patient care under the supervision and direction of qualified nursing personnel (Shannon et al., 2001).Nursing has been defined as "The use of clinical judgement in the provision of care to enable people to improve, maintain, or recover health, to cope with health problems, and to achieve the best quality of life, whatever their disease or disability, until death” (Royal College of Nursing, 2003). The difference between the registered nurse and the health care assistant is in the knowledge that is the basis of the assessment of need and the determination of action to meet the need, plus the clinical judgement inherent in the processes of assessment, diagnosis, prescription and evaluation. |
| **Key Working Relationships** | The Health Care Assistants key working relationship is primarily with nursing but also incorporates all members of the blended multidisciplinary team within an acute hospital. |
| **Purpose of the Post**  | To assist with the delivery of patient care under the supervision and direction of Nursing or other Professional Staff.“Healthcare assistants provide assistance, support and direct personal care to patients and residents in a variety of healthcare settings such as hospitals, clinics, nursing homes, aged care facilities, as well as community and domestic settings. They generally work in support, or under delegation, direction and supervision, of health professionals. They support multi-disciplinary teams in the delivery of high-quality care.” - International Standard Classification of Occupations (ISCO).  |
| **Principal Duties and Responsibilities** | Duties appropriate to the Health Care Assistant, may vary depending on the care setting.The Health Care Assistant role involves:* The duties outlined hereunder
* Any other duties that may be necessary in the context of specific unit situations.

**Core Responsibilities***The Health Care Assistant will:** Carry out baseline clinical observations under delegation of the Nurse in charge; recording of blood pressure, taking of pulse, taking of temperature and urinalysis. Required training module must be completed.
* Assist in the provision of quality service under the direction of the Registered Nurse by promoting and adopting the Health Service Executive’s philosophy of care, working in line with national and locally devised policies and regulations.
* Demonstrate motivation and appreciate the importance of providing a quality service for residents/older adults and the public.
* Respect residents/older adults, their families and colleagues as individuals showing dignity, courtesy and professionalism at all times.
* Act as an advocate for residents/older adults.
* Actively promote the participation of residents/older adults in their own care, and encourage as much independence as possible.
* Maintain the confidentiality of all information made available to them during the course of their work.
* Demonstrate good interpersonal skills and be able to work as part of a team.
* Promote a culture that values diversity and respect in the workplace.

**Quality and Safety***The Health Care Assistant will:** Support the implementation and evaluation of quality standards and improvement initiatives
* Work within own role, adhering to current legislation, policies, procedures protocols and guidelines
* Undertake duties as assigned by the Registered Nurse in such a way as to ensure that care is of a high standard
* Report all complaints in accordance with service policy
* Ensure all actions support the enhancement of a person-centred service and a person-centred culture within the team
* Co-operate with quality reviews /service evaluations and assists with the implementation of any necessary corrective action.

**Health & Safety including Maintaining a Safe Environment :***The Health Care Assistant will:** In accordance with Health and Safety at Work policy, observe all rules relating to Health and Safety and Conduct at Work and to use any equipment provided in a safe and responsible manner.
* Understand and adhere to all relevant HSE policies, guidelines, and procedures, comply with health and safety, infection control and risk management procedures, comply with statutory obligations.
* Report any accidents, near misses, incident or potential incident to the person in charge which may compromise the health and safety of residents/older adults, staff or visitors and take appropriate action including completion of near miss / incident forms.
* Attend training courses as required. Only undertake any duty related to residents/older adults care for which he / she is trained.
* Maintain a strict code of personal and general hygiene in the workplace as per work schedules and existing policies and procedures.
* Present to work wearing the agreed attire, footwear, and identification, having regard to the highest standard of attire and personal hygiene. This includes not having possession of personal mobile phones while delivering resident/older adult care.
* Conduct his / herself in a manner that ensures safe resident/older adult care. Participates in maintaining a safe environment for residents/older adults, visitors and staff by ensuring vigilance in identifying potential hazards and by taking the necessary steps to remove such hazards.

These steps will include:* + Report broken or unsafe items that need repair and take them out of circulation as required
	+ Move, or assist in moving, equipment and/or furniture as necessary.
	+ Attending to the hygiene (disinfecting and cleaning) of equipment such as I.V. stands, infusion pumps, hoists, beds, patient chairs, commodes or other ward equipment.
	+ Be responsible for the appropriate storage and infection prevention of resident/older adult equipment on the ward.
	+ Assist in keeping all ward areas clean and tidy.
	+ Assist in the disposal of clinical waste according to hospital policy.
	+ Washing and making up beds and bed side chairs and table top when necessary.
	+ Prepare ward and bed areas for the reception of new resident/older adult.
	+ Returning trays and equipment to proper storage areas.
	+ Attend to spillages when necessary as quickly as possible to prevent accidents.
	+ Provide support to residents/older adults in maintaining the living environment, preparation of meals and activities of daily living[[1]](#footnote-2).
	+ Be aware of fire risks, and minimise same where possible. Be aware of fire exits, keep free from obstructions, attend mandatory fire training and participate in fire drills. Maintain bed fire sheets on all beds as appropriate, and document monthly.
	+ Escort/transport patients within or outside the hospital when necessary.
	+ Provide support for patients who require enhanced care.
	+ Assist residents/older adults with mobility and reduce the risk for residents/older adults who are disorientated when moving around the ward.
	+ Assist visitors on the ward to prevent them falling or injuring themselves.
	+ Assist with the safekeeping of resident/older adult’s personal property (collaborate with nursing staff in dealing with money, valuables and medication) and document as per hospital policy.

**Education & Training** *The Health Care Assistant will:** Attend induction and mandatory in-service education.
* As requested, participate in the induction of new staff.
* Participate in team based development, education, training and learning.
* Participate in appraisal and the development of a personal development plan in conjunction with their line manager.
* Ensure knowledge and skills are updated to maintain safe standards of care for residents/older adults

**Communication and Teamwork :**Effective communication is a core skill required by Health Care Assistants. These skills will be used to provide a caring service to the public in a courteous and effective manner.*The Health Care Assistant will:** Operate in accordance with the values of the HSE. These values include integrity and openness, respect and support, caring and loyalty to the organisation (Dignity at work Policy).
* Deal courteously with residents/older adults, their family, with visitors, other healthcare workers and with anyone whom they come in to contact in the course of their duties.
* Demonstrate a range of listening skills appropriate to the context of resident/older adult, visitor and ward situations. Be perceptive in interpreting non-verbal communication. Communicate effectively with residents/older adults taking into account their differing levels of ability to understand and their condition.
* Use a range of communication methods to exchange information with nursing staff. Direct all enquiries about a resident/older adult’s condition to a member of the nursing staff. This includes both telephone and verbal inquiries. Report to nursing staff any requests from residents/older adults or relatives and any complaints of pain and distress expressed by the residents/older adults. Complete records accurately.
* Report to nursing staff any changes in the resident/older adult’s physical and emotional condition or behaviour using ISBAR or similar communication framework/communication tool as per local policy. Required training in the communication framework/communication tool must be completed.
* Communicate effectively with all grades of staff and disciplines contributing to effective team working. Respect culture and diversity within the team. Strive to foster good working relationships within the team including handling conflict. Work effectively and co-operatively with colleagues in all disciplines. Develop and maintain good interpersonal relationships.
* Participate and contribute to the team including handovers/meetings /care planning, as appropriate on service related issues.
* Contribute to the development of a multidisciplinary assessment and care plan, and assist in its implementation and evaluation in consultation with the Nurse, resident/older adult and family as appropriate.
* Participate in maintaining a physical environment that communicates peace, comfort and caring to residents/older adults and their families.

The HCA has important obligations in relation to maintaining confidentiality. This applies to information accessed through interactions with patients and their relatives or through interactions with other staff. However, there is also an obligation to report to the nurse, or other relevant authority any information that may indicate the potential of harm occurring to any person.Breathing:*The Health Care Assistant will:** Recognise and report any signs of distress or change in the residents/older adults breathing pattern to the nurse immediately.
* Assist with positioning the resident/older adult to make breathing easier and more effective.
* Locate and bring oxygen-supplying equipment to the bedside as directed by the nurse.
* Help residents/older adults conserve their oxygen supply and reduce their demands for oxygen by positioning personal items such as drinks, tissues and reading material within easy reach.
* Maintain the bedroom in a well ventilated condition, and in the condition perceived by the resident/older adult as being most comfortable.
* Maintain a calming and relaxing atmosphere for the resident/older adult.

**Eating and Drinking**The Health Care Assistant has a significant contribution to make in helping residents/older adults meet their needs for food and drink (nutrition and hydration).In the context of resident/older resident care under the direction of the nurse the *Health Care Assistant will:** Where required/requested assist the resident/older adult in choosing from the menu and completing the menu card as per local policy
* Prepare the eating environment by removing any clutter prior to meals and making it as aesthetically pleasant as possible as per local policy.
* Offer the resident/older adult with the opportunity to clean teeth/dentures, to use toilet facilities and or to wash their hands, as appropriate.
* Assist residents/older adults with their diet and fluids in accordance with care plan.
* Assist residents/older adults with cutting or arranging their food so it can be easily eaten.
* Observe and record the amount of food and liquids consumed by residents/older adults who need special monitoring in this area and document appropriately as per local policy
* Liaise with the resident/older adult and the nursing staff to source alternative diet if offered meals are not eaten.
* Make residents/older adults comfortable after their meals (for example repositioning them or offering opportunities to clean their teeth or dentures)
* Encourage residents/older adults to drink plenty of fluids and making this possible by offering refreshing drink frequently.
* In the absence of catering staff, assist with preparation and serving of meals, nutritional drinks and light snacks in limited circumstances i.e. out of hours or in emergency situations[[2]](#footnote-3).

**Elimination:**Eliminating waste from the body is an essential process for human-being. It is a function of nursing to assist people in this activity of daily living when assistance is required. The Health Care Assistant will assist with residents/older adults elimination needs, as appropriate.*The Health Care Assistant will:** Supervise residents/older adults in the toilet and bathrooms when this is necessary and appropriate
* Assist residents/older adults on bedpans or commodes
* Attend to residents/older adults post elimination hygiene needs and promote good hand washing.
* Assist the resident/older client with incontinence wear as required.
* Measure and record volume of urine eliminated as directed by nursing staff and ensure residents/older adults are not left in this position longer than necessary.
* Attend to resident/older adult’s post-elimination hygiene needs.
* Assist in the promotion of continence.
* Assist residents/older adults to the bathroom as required
* Assist in the care of the incontinent resident/older adult, as directed by nursing staff.
* Record bowel elimination using the Bristol Stool Score
* Empty urinary drainage bags record/report volume, colour, odour and any abnormalities as appropriate
* Dispose of used sputum containers and report any abnormalities or changes, as appropriate. Strictly adhere to the universal precautions identified in the infection control policy so as to prevent spread of infection when dealing with human waste products

**Personal Cleansing and Dressing:**The Health Care Assistant contributes to resident/older adult’s comfort and the maintenance of their personal dignity by assisting them, when necessary with personal cleansing/intimate care and dressing activities.These may include;* Bed-bathing or assisting the resident/older client to shower/bathe in accordance with the resident/older adult’s needs, wishes and consent.
* Observe the resident/older adult’s skin condition and document/report any abnormalities/changes to nursing staff
* Assisting with or performing oral care
* Shaving residents/older adults when necessary
* Assist the resident/older adults with their oral hygiene, as per care plan
* Caring for residents/older adults hair and finger-nails as needed
* Helping residents/older adults to dress and groom according to their wishes

**Controlling Body Temperature:**People’s comfort and indeed survival depend on their body temperature being maintained within a normal range. The HealthCare Assistant will assist in maintaining resident/older adults comfort and body temperature within normal ranges in the following ways;* Offering extra blankets or removing them as requested by the resident/older adult or nursing staff
* Taking and recording resident/older adult’s temperature, as directed by the nurse and report accordingly. Required training must be completed.
* All changes in the resident/older adult’s temperature or condition and any subsequent interventions must be immediately reported to the nurse to alert the possibility of deterioration in the resident/older adult’s medical condition

**Mobilising:**The Healthcare Assistant will, in accordance with the care plan, assist residents/older adults to maintain or regain their independence by assisting them to mobilise in the following ways;* Promote independence with mobilising, as appropriate
* Provide residents/older adults with the aids that have been provided to enhance opportunities for mobility in consultation with the nursing staff.
* Assist residents/older adults with walking when it is appropriate, in line with their moving and handling assessment
* Position residents/older adults comfortably and in a manner that enables mobility either in bed or on a chair
* Assist with repositioning the resident/older adult when in bed
* Assist residents/older adults with aids that enhance opportunities for mobility
* Participate in moving or handling residents/older adults as directed by nursing staff and according to moving and handling policy
* Report all falls, near misses or other untoward events to the nursing staff and record in the National Incident Reporting Form (NIRF).

**End of Life Care:**Addressing issues relating to death and dying constitutes an important part of the Health Care Assistant role. This may include;* Establishing a quiet, comfortable and dignified environment for the dying person and family members to share
* Listening with respect and with empathy to relatives
* Providing comforting and refreshing drinks or snacks to relatives who may be spending long periods both day and night with their dying family member.
* Providing comfort measures for the resident/older adult as directed by the nursing staff. These may include frequent small sips of fluid, or adjusting pillows or bedclothes or sitting with the resident/older adult, where required.
* Assisting with the preparation of the resident/older adult’s remains for its removal to the mortuary
* Organisation of the deceased person’s belongings for their return to the family in line with local policy and procedures.

**Collaboration in Other care /care area Activities**The efficiency and effectiveness with which a care provider can meet the needs of its residents/older adults depends on how well all the staff work together as a team. The Health Care Assistant is a key member of the care team, and may be requested to undertake some activities that are indirectly related to resident/older adult care.They may include:* Working as part of multidisciplinary team and contribute to the development of care plans.
* Taking and recording of residents/older adults clinical observations as directed by the nurse, and reporting abnormalities as per training and delegation.
* Assisting the nurse in the provision of quality nursing service.
* Accepting guidance and assisting the nurse in duties associated with the delivery of care and management of the environment and other support duties as appropriate.
* Support the implementation and evaluation of quality standards and improvement initiatives
* Checking care /care area stocks and listing those that need reordering
* Restocking as required
* Maintaining orderly storage of supplies
* Delivering specimens as required
* Provide and participate in meaningful activities to the residents/older adults, document these, find out what is important to the residents/older adults
* Provide individualised and group activities

**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** | In exercise of the powers conferred on me by Section 22 of the Health Act 2004, I hereby approve the qualifications, as set out hereunder, for the appointment and continuing as a Health Care Assistant in the Health Service Executive. **1. Professional Qualifications, Experience, etc** (a) Eligible applicants will be those who on the closing date for the competition**:**1. Possess a relevant\* Health Skills qualification as outlined in the Quality and Qualifications Ireland (QQI) formerly FETAC on the National Framework of Qualifications (NFQ) of not less than QQI Level 5. **(See note\* below)**

OR (ii) Possess a relevant Healthcare qualification at no less than QQI Level 5 on the National Framework of Qualifications (NFQ) OR1. Be currently undertaking a relevant Health Skills QQI Level 5 qualification on the National Framework of Qualifications (NFQ) with a commitment to complete the appropriate health skills QQI Level 5 qualification within 2 years of taking up post.

 OR1. Be currently employed as a Healthcare Assistant, Care Assistant, Attendant, Multi-Task Attendant or in a comparable role for at least 2 years and give an undertaking to acquire an appropriate Health Skills qualification at not less than QQI Level 5 programme on the National Framework of Qualifications (NFQ) within 2 years of taking up post.

AND(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the role.2. **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. 3. **Character** Candidates for and any person holding the office must be of good character.**NOTE:** With regard to Criterion (i), the listing below has been identified as what is considered relevant health skills QQI (formerly FETAC) Level 5\* qualifications.* QQI Level 5 Healthcare Support
* QQI Level 5 Nursing Studies
* QQI Level 5 Community Care
* QQI Level 5 Health Service Skills
* QQI Level 5 Community Health Services

\*(A full QQI/FETAC 5 Major award requires a minimum of 120 credits/8 Modules - Please note a Component Certificate will not suffice.)With regard to Criterion (ii), a relevant Healthcare Qualification at not less than QQI Level 5 on the National Framework of Qualifications (NFQ) is considered to be a qualification with applied patient care modules/placements typically but not limited to qualifications in: Social Care Work, Nursing, Therapy Professions etc. **If your Health Skills Qualification of Healtcare Qualification does not include the module activities of daily living as a minor award this will have to be completed within a defined timeframe as specified by the serive, upon taking up post.**  |
| **Post Specific Requirements** | Demonstrate depth and breadth of experience in a healthcare setting e.g. hospital, residential, community, nursing home providing direct care to patients.  |
| **Other requirements specific to the post** | Flexibility as regards working hours as post is 24/7 365 days a years * Ability to adapt quickly to different working environments on a daily basis.
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| **Additional eligibility requirements:** | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

**OR**1. Non-European Economic Area citizens with permission to reside and work in the State

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | ***Demonstrates the following*** **Professional Knowledge*** + Demonstrates evidence of experience working in a Health or Caring Service
	+ Demonstrates awareness of person centred approach
	+ Demonstrates awareness of role of the Nurse
	+ Demonstrates knowledge of Health & Safety regulations
	+ Demonstrates knowledge of Health Services and role of Health Care Assistant

**Planning & Organising Skills*** + Demonstrates evidence of effective planning and organising skills
	+ Demonstrates flexible approach to work
	+ Demonstrates ability to work on own initiative
	+ Demonstrates good organisational ability with practical competence

**Commitment to providing a quality service (including patient/customer focus)*** + Demonstrates ability to work in a patient/customer focused environment
	+ Demonstrates evidence of ability to empathise with and treat patients, babies, relatives and colleagues with dignity and respect.
	+ Demonstrates an understanding of the diversity and cultural and ethnic needs of the service users.

**Teamwork*** + Demonstrates ability to work as a member of team and make positive contributions to that team
	+ Demonstrates an understanding of one’s own role and the roles of others within the team
	+ Demonstrates respect for other team members
	+ Demonstrates a willingness to participate in change initiatives
	+ Understands the need to be flexible and actively adapt within ones’ own role.

**Communication & Interpersonal Skills*** Demonstrate effective communication skills including the ability to present information in a clear and concise manner.
* Demonstrate ability to communicate satisfactorily with patients, families, carers and colleagues and maintain the confidentiality of the service
* Possess a competent level of spoken and written English

Demonstrate ability to listen openly, using questions to check understanding/avoid misinterpretation. |
| **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 short listing 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 being called forward 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. |

**Health Care Assistant, Sligo University Hospital**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent/temporary and whole time. A panel may be created from this recruitment campaign from which all current and future permanent and specified purpose vacancies of full and part-time duration may be filled throughout Sligo University Hospital and Our Lady’s Hospital Manorhamilton.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[[3]](#footnote-4), 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[[4]](#footnote-5).
* 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. This was agreed upon at the HCA Programme Oversight Group meeting (August 2023).

In the absence of dedicated cleaning staff, be prepared to assist as necessary in cleaning of the service area, as identified by local management. This should include, where required, cleaning of equipment, bed making and dealing with linen etc. [↑](#footnote-ref-2)
2. This was agreed at the HCA Programme Oversight Group meeting(Jan 2023), based on the following 3 considerations

Compassionate Care

As appropriate to care model & settings.

Assist/shared responsibility of all staff involved in resident/client care [↑](#footnote-ref-3)
3. 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-4)
4. [↑](#footnote-ref-5)