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**HEALTH SERVICE EXECUTIVE**

**Job Specification – Grade IV**

Office of the Head of Operations and Service Improvements Disabilities – Social Care Division.

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| **Job Title and Grade** | Grade IV  Office of the Head of Operations and Service Improvements Disabilities – Social Care Division. |
| **Location of Post** | Parkgate Street, Dublin 8 |
| **Taking up Appointment** | The successful candidate will be required to take up duty immediately/within one month of the job offer being made. |
| **Closing Date** | 12 noon on Friday, 25th October 2017 |
| **Organisational Area** | Office of the Head of Operations and Service Improvements Disabilities – Social Care Division. |
| **Reporting Relationship** | Mr. Jim Murphy, Office of the Head of Operations and Service Improvements Disabilities – Social Care Division. |
| **Details of Service** | The establishment of a Social Care Division to support the ongoing service requirements of older people and people with disabilities is an important step in moving forward with the design and implementation of models of care which will support and maintain patients and clients to live at home and/or in their own community. The objective is to promote their independence and lifestyle choice in as far as possible:   * Older people and people with disabilities with care needs must be provided with a continuum of services such as home care, day care and intermediate residential care to avoid unnecessary acute hospital admissions and have their required treatments & supports delivered within their local community at primary care level in as far as possible. * These types of services must be responsive to service user needs and be provided flexibly at the least possible unit cost to build a sustainable system into the future.   A key function of the social care division is to:   * Organise and deliver the required services safety and to a set of standards * Reconfigure the available resource through a comprehensive reform process, increasing productivity and changing traditional cost structures in the process. * Continue reform of staff level requirements, skill mix, staff attendance patterns and rosters within the context of the *Public Service Agreement 2010-2014.*   In line with the *Department of Health Statement of Strategy 2011-2014*, the Social Care division will:   * Implement the recommendations of the *Value for Money* and *Policy Review of Disability Service* so as to implement reforms to the system of financing and delivery of services including the introduction of individualised budgets * Enhance the cost effectiveness of services by introduction standardised funding bands for specific types of services for people with disabilities and developing a standardised needs assessment framework to ensure that levels/types of services provided are appropriate to people’s needs. * Support the Department of Health in the review of Fair Deal: Nursing Home Support Scheme System of financing nursing home care to assess its sustainability and with a view to developing a secure and equitable system of financing for community and long-term care which supports older people to stay in their homes. * Support the development of a national dementia strategy and implement as appropriate.   In addition, the Social Care Division will progress the implementation of key programmes including:   * The programme for Progressing *Disability Services for Children and Young People* * *The Review of Autism Services* * *Reconfiguring adult day services as outlined in New Directions – Report on the National Working Group for the Review of HSE funded Adult Day Services* * Reconfiguring residential services as recommended *in Time to Move from Congregated Settings* and the National Neuro-Rehabilitation Strategy |
| **Purpose of the Post** | The post holder will in line with their duties and responsibilities provide administrative support to the Head of Operations and his team, in addition the post holder will play a key role in ensuring the effective and smooth running of aspects of the work of the National Office. |
| **Principal Duties and Responsibilities** | **Clerical/Admin Support to the Office of the Head of Operations and Service Improvements, Disabilities, Social Care Division.**   * To provide secretarial and administrative support to the Office of the Head of Operations and Service Improvements Disabilities. * To screen and manage correspondence, re-direct as appropriate.   **Communications**   * To demonstrate a clear understanding of the role of the Office of the Head of Operations and Service Improvements Disabilities and to participate in the overall delivery of its function within the Social Care Division. * To facilitate effective communications with other members of the National Disability Office and other relevant stakeholders as required. * To effectively handle queries directed to the Office of the Head of Operations and Service Improvements Disabilities – assessing, recording and forwarding queries to appropriate personnel, ensuring that all enquiries are dealt with in a timely manner and responses recorded.   **Team working**   * To liaise with all staff in the National Disability Office and other staff where appropriate and contribute effectively to the team environment established. * To contribute to a process of continuous improvement within the Office of the Head of Operations and Service Improvements Disabilities * To maintain and update files and develop and maintain an appropriate manual and electronic filing and tracking systems on an ongoing basis. * To provide cover as appropriate   **Other Duties**   * To undertake all duties in a confidential, professional and courteous manner.   ***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** | **Candidates must meet the following criteria on the closing date:**   * Be currently employed at Grade IV level in the HSE, TUSLA, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 * Have a minimum of three years’ experience of working in a busy administrative role in a complex and large organization * Possess excellent working knowledge of MS Office applications including MS Word, Excel, PowerPoint and Outlook * Have experience of interpreting and summarising information/communications * Have experience of determining priority level of written and verbal communications * Have diary management experience * Have file management experience * Have experience of minute taking and report writing     **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  **Age**  No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provision) Act, 2004). In this case the candidate must be 65 years of age on the first day of the month in which the latest date for receiving applications for this office occurs.  **Applicants who do not meet full eligibility criteria set out above on the closing date will be deemed ineligible and their application will not be processed for this competition.** |
| **Skills, competencies and/or knowledge** | ***Experience/Knowledge***  Minimum of three years’ experience of working in a busy administrative role in a complex and large organisation  Excellent typing skills (minimum 50wpm desirable)  Excellent working knowledge of MS Office applications including MS Word, Excel, PowerPoint and Outlook  Experience of interpreting and summarising information/communications  Experience of determining priority level of written and verbal communications  Diary management experience  File management experience using document management systems  Experience of minute taking and report writing.  ***Core Skills/Competencies***  Demonstrate ability to be highly organised and work under pressure Demonstrate ability to manage deadlines and effectively handle multiple tasks  Demonstrate excellent verbal and written communication skills  Demonstrate a high level of accuracy and attention to detail  Demonstrate ability to work as part of a team  Demonstrate excellent self-management and organisational skills and the ability to focus and prioritise tasks and to meet deadlines.  ***Personal Competencies***  Demonstrate high standards of work output  Be both self-motivated and have the ability to work within a team dynamic  Demonstrate excellent communication and interpersonal skills  Demonstrated a flexible and adaptable approach to work  Demonstrate an appreciation of the importance of providing a strong patient /customer service focus  Applicants will be examined on the knowledge and skill areas outlined above and will be questioned about their experience using these skills. |
| **Competition Specific Selection process** | CV, Microsoft applications competency test and interview/skills match meeting. |
| **Shortlisting** | Applicants may be shortlisted for interview/skills match meeting based on information supplied in the CV at the closing date or in other specified assessment documentation  Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/ or knowledge section of this job specification and the information supplied in the competency based application form if used. |